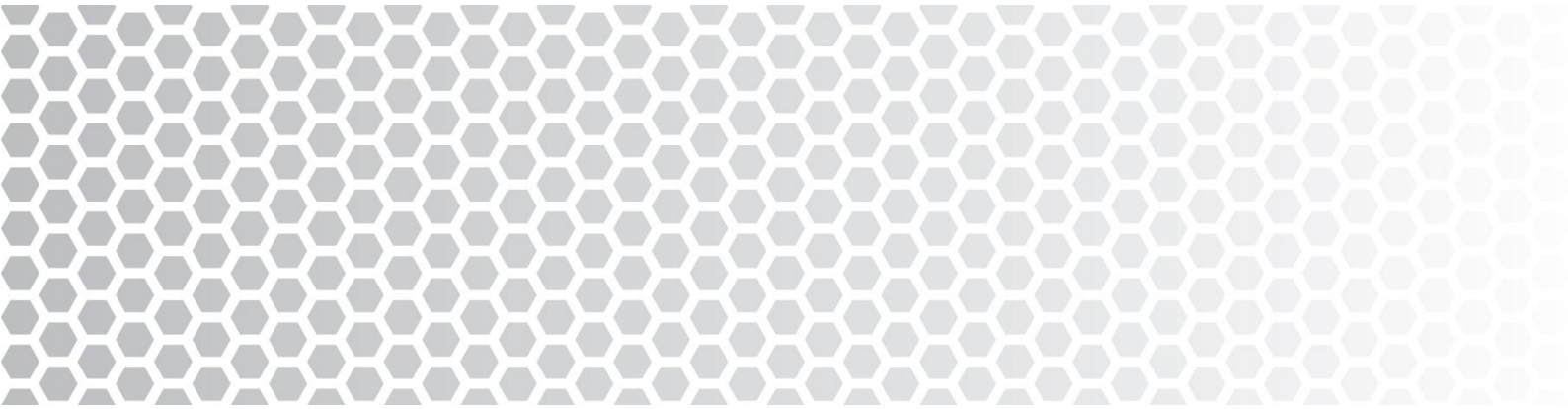
# Synergy Pro Client Operational Manual

Issue 5



SYNECTICS

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# 1 Getting Started

## 1.1 About Synergy PRO

Synectics' Security Industry award-winning Security Management System Synergy PRO™ provides a unique user interface that capitalises on Synectics' vast experience within major systems. Synergy PRO™ has been designed to create the optimum workstation environment, addressing the requirement of system operators and managers to provide a practical control and administration solution that can deliver the flexibility of operation -as demanded by today's increasingly complex systems.

## 1.2 Scope and Conventions

This manual describes the user interface and functionality of Synergy 1 with the new style of Reporting.

The manual assumes that Synergy server has been set up as described in the Synectics Certified Installer Manual.
The following is covered in the manual:

- Synergy Viewer – video layouts, cameras selection, viewing recorded footage, saving footage, PTZ control, playback settings, macros and salvos, synergy viewer settings
- Synergy Control – maps, information and events pane, menu options
- Video options
- Incidents management
- Faults
- Alarms
- Reports
- Macros and Tours
- Local System setup

The following symbols are used to indicate important points and information.

Alert
Performing this action may affect system operation

Note
Details useful information to bear in mind

**System Setup** note
A note of where in System Setup a feature is set

Terms that you can find in the user interface of Synergy (e.g. buttons, dialog titles, tabs etc.) are written in **bold.**


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### 1.2.1 UI Look and Feel

The look if the User Interface (UI) might be slightly different than it appears in this manual depending on your screen resolution and whether you have changed the look and feel of the UI via Synergy. See section 5.10.8 on details about changing the look and feel of the UI via Synergy.

### 1.2.2 Mouse, Keyboard and Touch Screen

To use the Synergy software you can use a mouse and keyboard or a touch screen (or all three together)

If you have touch screen monitors anything you can do by clicking with the mouse you'll be able to also do using the touch screen.

For ease of instruction this manual assumes you are using a mouse and therefore you 'click' on items. If you are using a touch screen you can 'touch' the items on the screen.

### 1.2.3 Access to Functionality and User Permissions

User accounts in Synergy are setup so each user belongs to a specific user group. Different user groups are setup to have different permissions and priority levels for accessing the functionality in Synergy. Therefore you might not have access to some of the functionality described in this manual.

## 1.3 Additional Documents

- Synectics Certified Installer Manual
- I-SYNX User Manual
- Media_Player2_Manual
- Synergy Keyboard User Manual
- Navigator Pro Joystick User Manual

## 1.4 Starting Synergy Client and User Logon

To start the **Synergy Client,** double click the short cut located on your desktop:

The Synergy **User Logon** screen is displayed.

In some systems, the **User Logon** screen is automatically displayed when you start up your PC.


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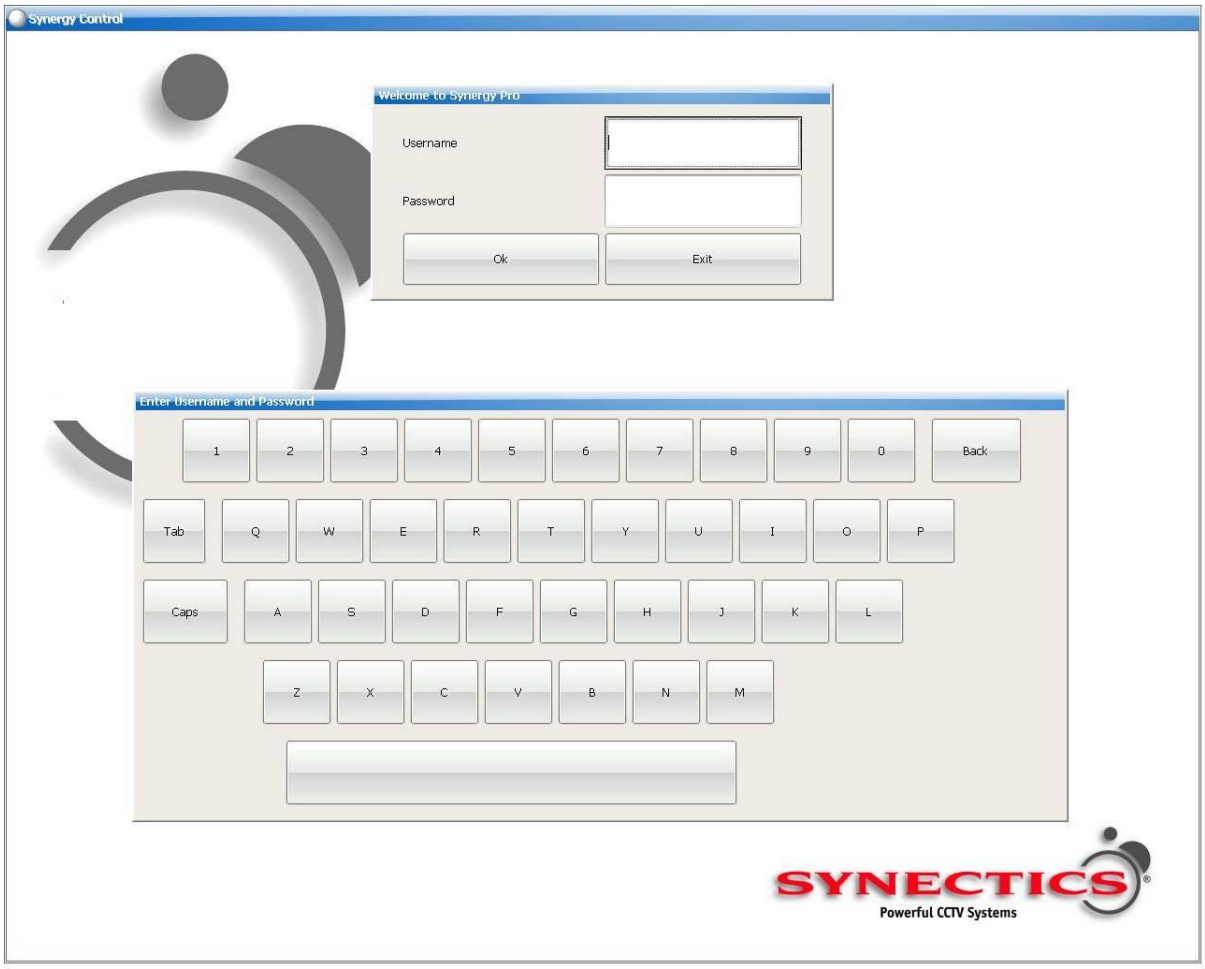
Synergy Control
Welcome to Synergy Pro
Username
Password
Ok
Exit
Enter Username and Password
1 2 3 4 5 6 7 8 9 0 Back
Tab Q W E R T Y U I O P
Caps A S D F G H J K L
Z X C V B N M
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To logon, enter your user name and password. You can either use a standard keyboard or the keyboard on the screen. When using the keyboard on the screen can use the mouse to click on buttons or touch them if using a touch screen.

Once you have entered you user name and password click **Ok.** You will be logged onto **Synergy Client**.

Both user name and password are case sensitive.

For a newly created user account or for a user account that has been reset (for example due to password being forgotten) the password is set by default to match the user name. You will be forced to change it upon first logon.

Each user in Synergy belongs to a user group. The user group a user belongs to is what determines the permissions the user has and therefore what functions and features of the software they can access.

The credentials you use to logon are also used to automatically populate relevant fields when you add a comment, log an event etc.


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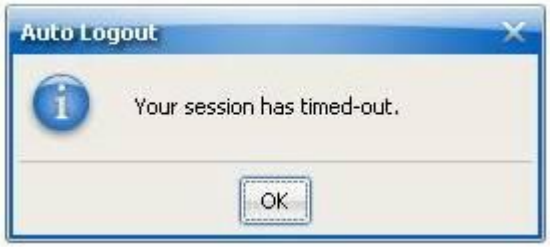
It is important to logon using the correct credentials so that all logs and reports are accurate.

If you enter your password incorrectly more than the number of times allowed by your system setup your account will be frozen and will need to be re-activated by your system administrator.

Your system might be setup to automatically log you off after a certain period of in-activity. If you are auto logged off a message is displayed:




To logon again, click **OK** to close the message and type in your user name and password.

### 1.4.1 Closing Synergy Client

To close Synergy Client press the **Exit** button on the **User Logon** screen.

## 1.5 Screen Setup

There are four different screens in Synergy: **Synergy Control**, **Synergy Viewer**, **Synergy Alarm Manager** and **Synergy Spot Monitor**.

You can have different options for screen setup of your Workstation:

Dual screen - **Synergy Control** and **Synergy Viewer** are displayed on two different screens.

Single screen - **Synergy Control** and **Synergy Viewer** are displayed on the same screen

Three screens - **Synergy Control**, **Synergy Viewer** and **Synergy Alarm Manager** are shown on each of the screens.

Three screens - **Synergy Control**, **Synergy Viewer** and **Spot Monitor** are shown on each of the screens.

Four Screens – **Synergy Control**, **Synergy Viewer, Synergy Alarm Manager** and **Spot Monitor** are shown on each of the screens.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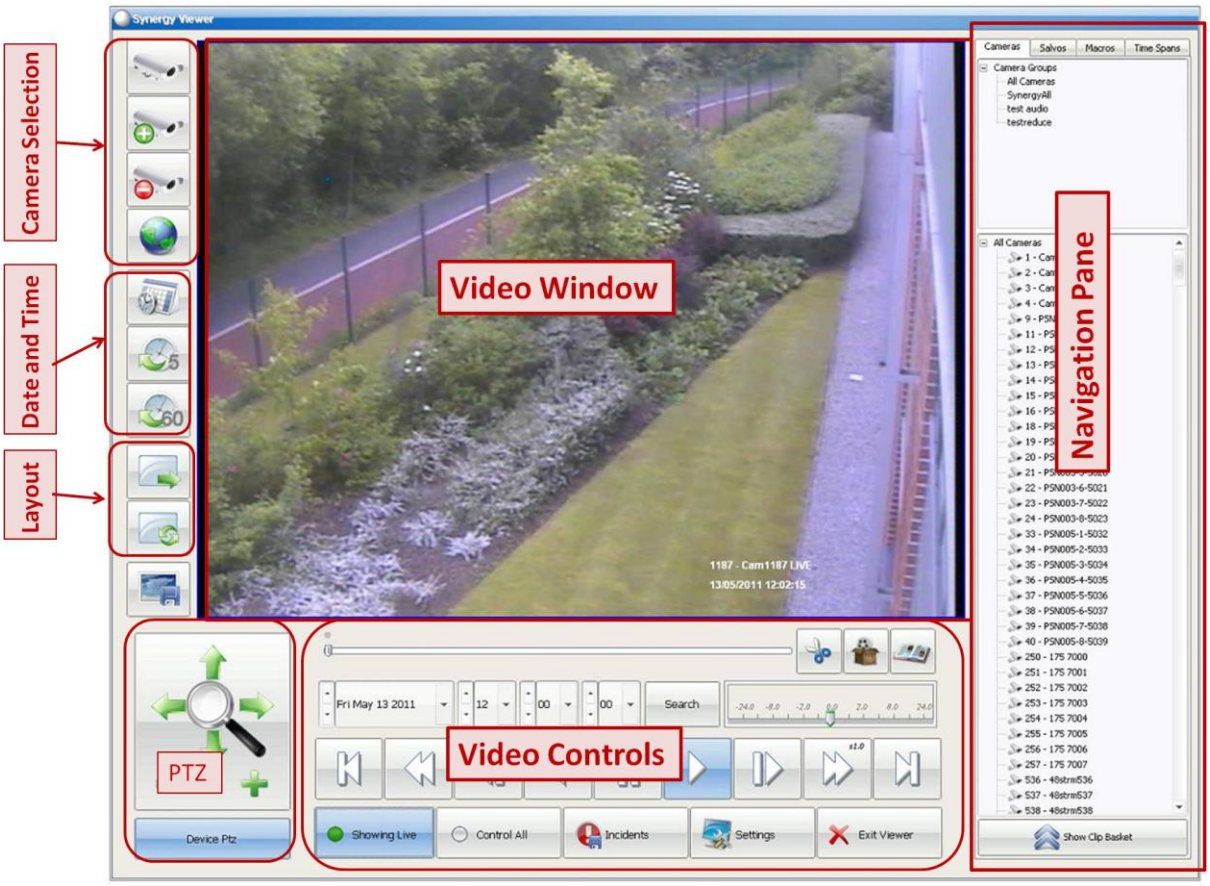
## 2 Synergy Viewer - Basic

**Synergy Viewer** is used for viewing live and recorded video from one or multiple cameras, selecting video footage from cameras for incidents, taking snapshots, managing salvos and macros.

**Synergy Viewer** comprises of a **Video Window**, a combination of toolbar buttons and video controls and a tabbed **Navigation Pane**.




Which operations a user can perform is determined by the permissions set up for the user group the currently logged on user belongs to. See Synectics Certified Installer Manual for details on user groups and permissions.

To exit **Synergy Viewer** select the **Exit Viewer** button:

The viewer will close and you'll be taken to the **User Logon** screen.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## 2.1 Selecting Cameras

You can select the cameras you wish to view in various ways as described in the following sections.

If you are in **Normal View** the camera you select will be displayed on the screen. If you are a multi-screen layout it will be displayed in the currently selected window See section 2.3 for description of video layouts.


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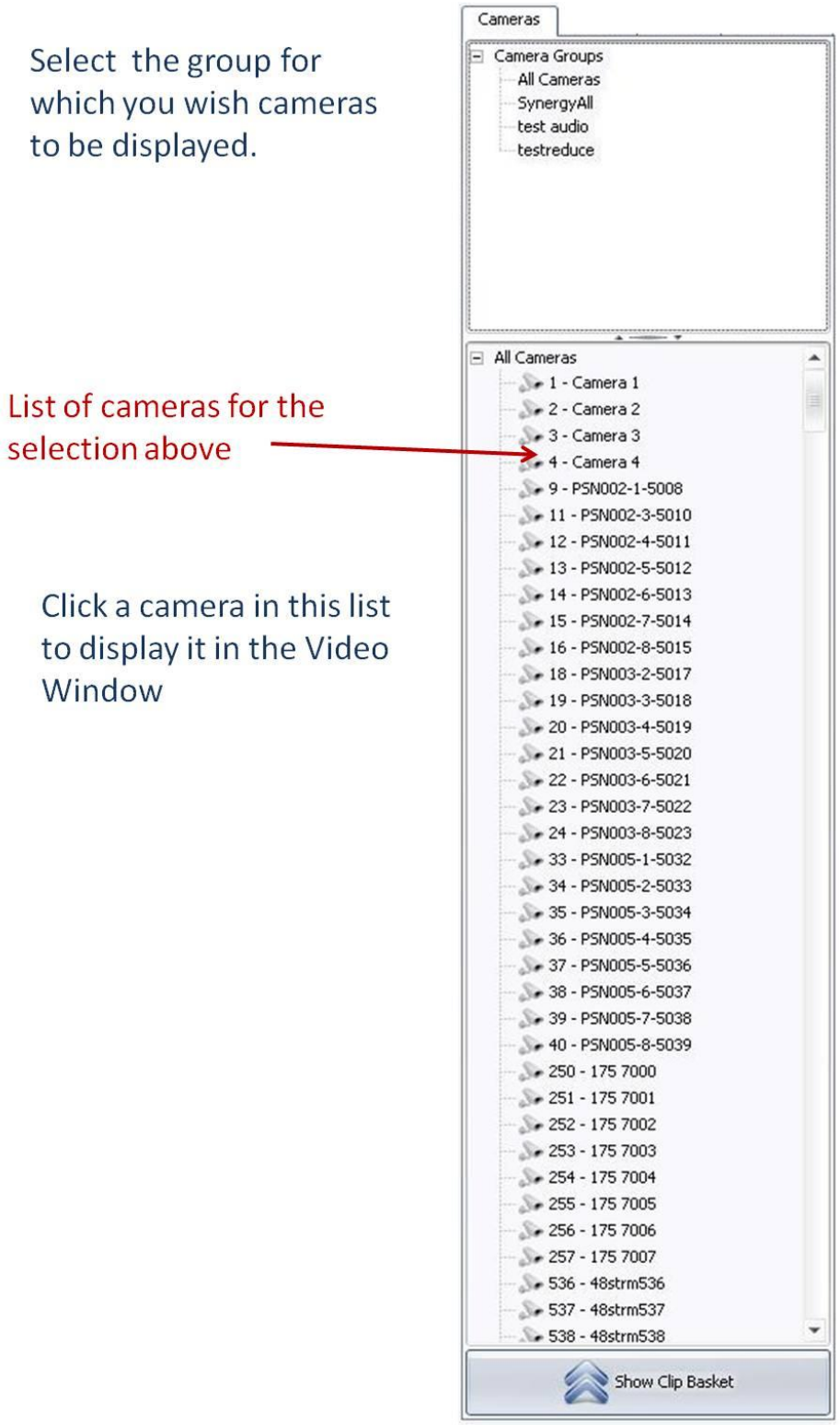
### 2.1.1 Selecting Cameras via the Cameras Tab

The **Cameras** tab is one of the tabs in the **Navigation Pane.** When you log on to the unit, the **Cameras** tab is selected by default. The tab is pictured below:





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The list in the top window of the tab displays **All Cameras** as well as all the device groups defined on the system.

Device groups are defined in **Menus->Setup->System Setup->Users->Setup Device Groups.**

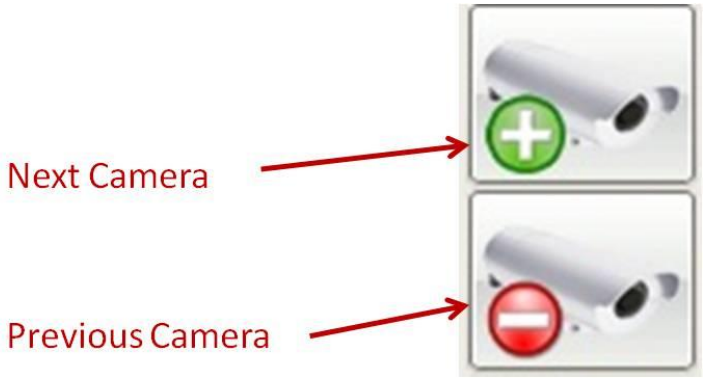
The selection here determines what cameras are displayed in the tree in the window below. Only cameras that the current user has permission to view are displayed in the tree.

To select a camera click it in the tree.

If you are in **Normal View** the camera you click will be displayed on the screen. If you are a multi-screen layout it will be displayed in the currently selected window See section 2.3 for description of video layouts.

### 2.1.2 Next and Previous Camera

You can move to the previous or the next camera (in the order they are in the tree of the **Cameras** tab) via the **Next Camera** and **Previous Camera** buttons located to the left of the **Video Window**:





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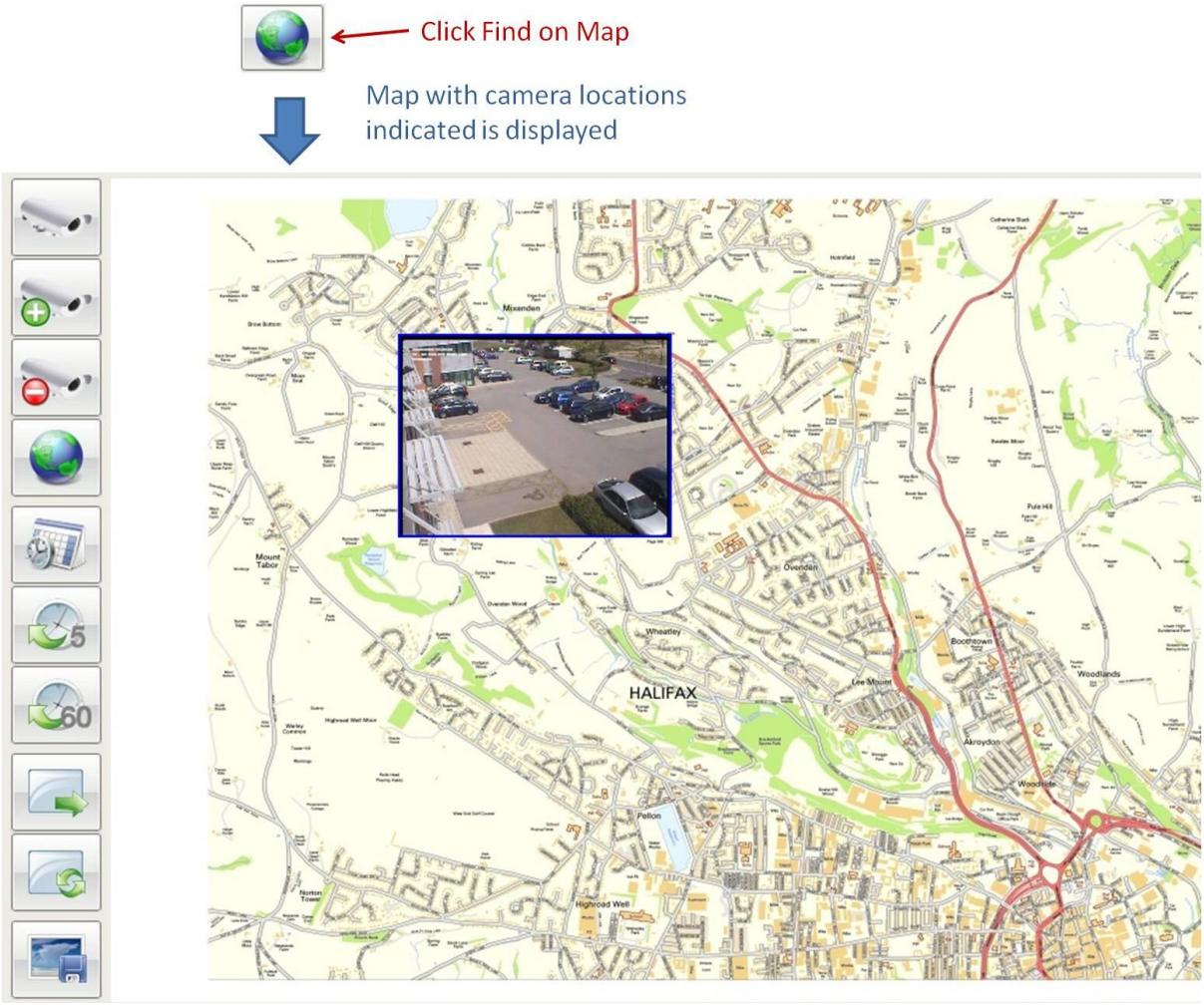
### 2.1.3 Selecting Cameras from Map

You can also display a map of all enabled cameras which you have permission to view by selecting the **Find on Map** button; a map with the camera locations indicated is displayed:




See Synectics Certified Installer Manual for details on configuring the map.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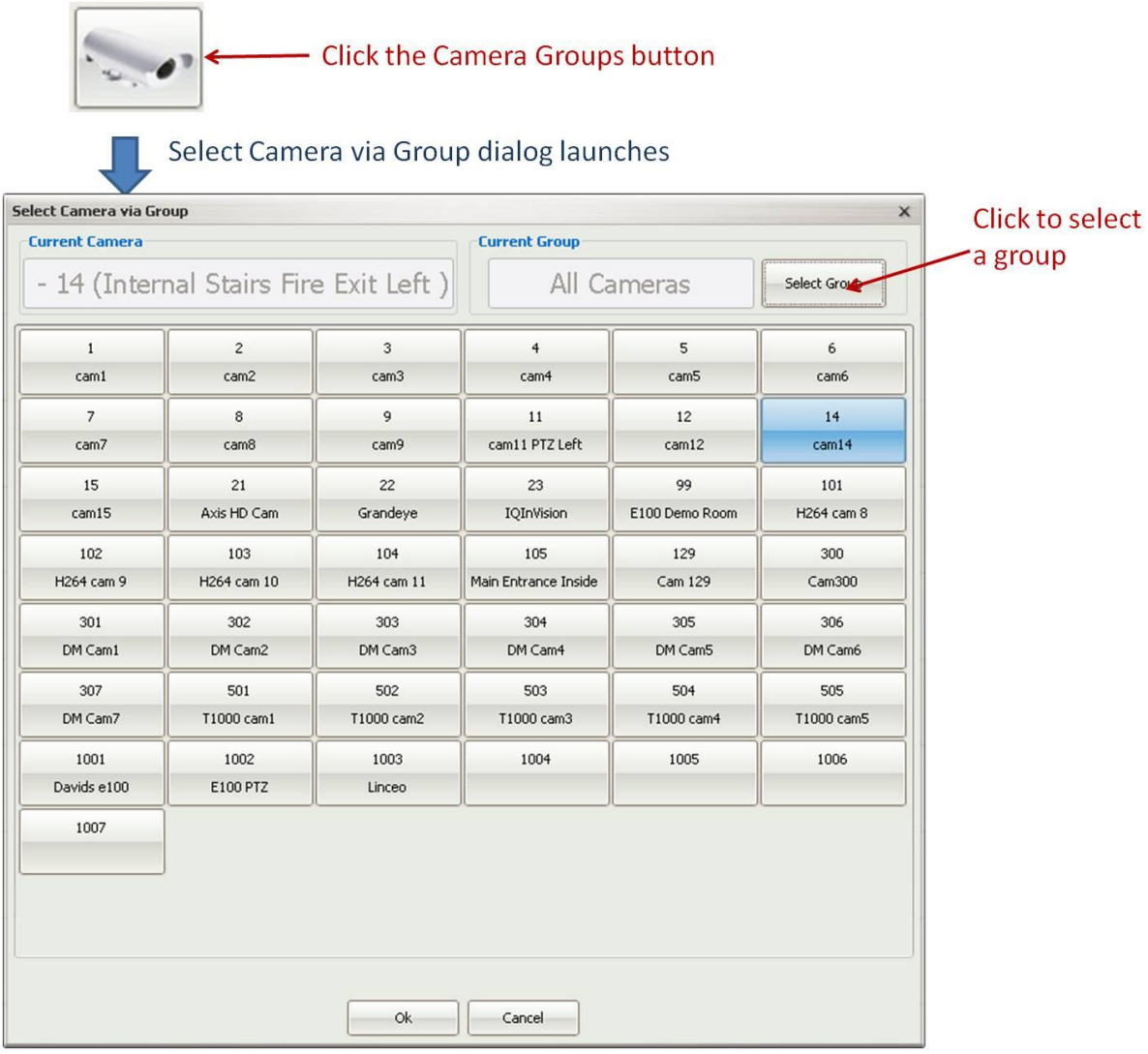
### 2.1.4 Select Camera via Group

When you are in **Normal View** mode clicking the **Camera Groups** button opens up the **Select Camera via Group** dialog:




All cameras for the currently selected group are displayed in the list. The camera currently viewed is highlighted. If you wish to select another camera click the button for it.

To select a different group, click **Select Group** and pick a group from the drop down list.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### 2.1.5 Select Camera in Multi-Screen Layout

When you are in a multi-screen video layout clicking the **Camera Groups** button opens up the **Select Camera in Multiple View Mode** dialog:

At the top left corner is displayed a scheme of the layout with the cameras currently viewed in each of the screens (Independent Quad in the example above).

Select the screen you would like to change the camera for; the selected screen is highlighted. Then select the new camera from the **Camera List**.


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You can also click **Fill View** to automatically fill the layout's windows with consecutively numbered cameras, starting from the smallest number that is in the view.

When **Showing Live** click the **Play Selection** button to close the dialog and display the selected cameras in the **Video Window**.

When in playback mode click the **Play Selection** button to close the dialog and re- start the playback with the selected cameras.

You can also change the start time for the playback by clicking the **Select New Time** button. This launches the **Select Clip Time** dialog.

Select the desired time and click **Ok**. You will be prompted to specify the length of the clip:

Click the time (minutes) you desire. The **Select Camera in Multiple View Mode** dialog will close and the play will start in the **Video Window**.

If you don't want to start playback click **Exit**.

If you wish to adjust **Playback Quality** click the button to display the **Select Multi Screen Playback Quality** dialog:


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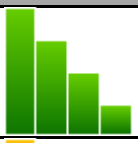
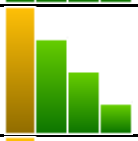
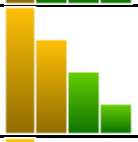
Playback quality determines the frame rate to be displayed during video playback. The frames per second for each of the three options are determined by the bit rate setting for the camera.

### 2.1.6 Stream Status Indication

Synergy gives you indication of the status of the stream from the camera by displaying an icon in the bottom right corner of the Video Window. The table below details the status indicators.

| Icon | Status |
|---|---|
|  | Excellent signal quality |
|  | Some minor packet loss. Although not critical please inform your integrator |
|  | Frequent packet loss. Please inform your integrator the video playback and possibly recording may be compromised |
| | Heavy packet loss. Please inform your integrator or network admin immediately. |
| | No data received from the configured camera. Please check Synergy configuration. If video has been present previously please contact your integrator. |
| | Cannot communicate with device. Please contact your integrator or Network admin then device selected appears to be offline. |
| | No video available for the selected time/camera. Some devices don't produce recordable data when there is no video. Please check that the camera was operational at this time. |
| | Buffering video data for playback. Please wait video will start shortly. |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### 2.1.7 Camera Permission Levels

In Synergy each user belongs to a user group and each user group can have different permission levels set up for different cameras. If you are controlling a camera a user that belongs to a group with higher permission level for that camera can take control over it from you.

Camera Permission levels for user groups are set up via **Menus->Setup->System Setup->Users->Setup Permissions**.


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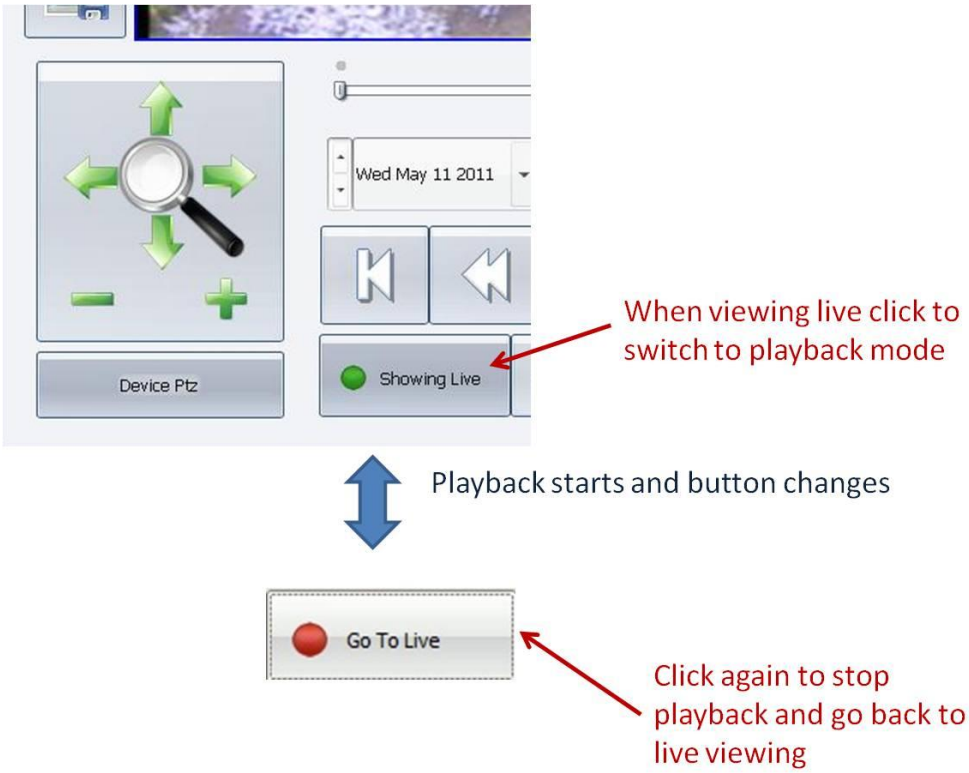
## 2.2 Viewing Recorded Video Footage

You can easily switch between live viewing and playback mode via the **Showing Live** / **Go To Live** button located in the bottom left part of the screen:


Wed May 11 2011
Device Ptz
Showing Live
When viewing live click to switch to playback mode
Playback starts and button changes
Go To Live
Click again to stop playback and go back to live viewing

The **Showing Live** button changes to **Go To Live** whenever you switch to playback mode in any manner.

By default the last 5 minutes of footage are played.

You can change the default setting by going to **Menus->Setup->System Setup->Video.**

### 2.2.1 Video Playback Controls

In Synergy you can easily control the play of your video via the controls pictured below: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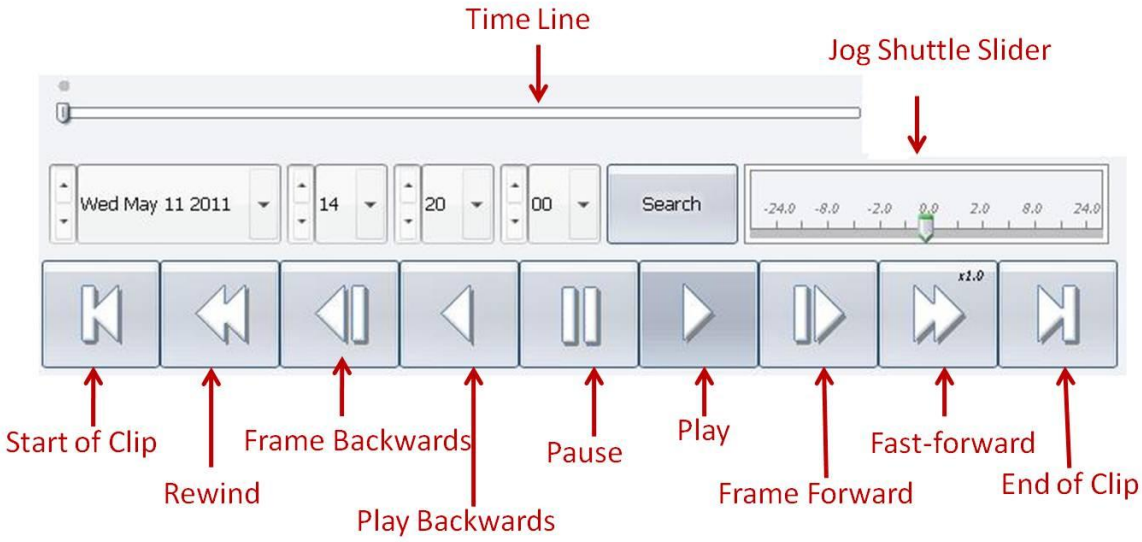


You can use the video playback controls to navigate through the video recording as you like.

If the footage is already at the beginning, and you press the **Start of Clip** button the clip duration is shown which will select the footage before the currently retrieved clip.

If the current clip starts for example at 14:20 and you press the **Start of Clip** button twice, a new clip of the same camera from 14.10 starts if you have selected clip duration of 10 minutes.

Similarly, if the footage is at the end of the clip, you can select footage directly after the clip.

Clicking the **Fast-Forward** or **Rewind** buttons multiple times increases the speed of the fast-forward or rewind operation respectively. The speed increases in factors of x2, x4, x8, x12 and x24. The speed increase is indicated on each button. The button shows x1.0 for normal playback speed.

The **Jog Shuttle Slider** allows you to easily change speed and direction when browsing footage.

To move to a specific point in the video drag the marker on the **Time Line** to the desired time and then click the **Play** button.

You can also use the **Time Line** to scan through footage. Left click and drag the slider marker to scan through the footage. The footage plays back as the slider marker is dragged. When you release the marker, the clip is paused at the new position. Press the play button to start normal playback from this point.

By default the **Time Line** displays in minutes. You can change it to display in hours or days by right clicking on it and using the options on the context menu:

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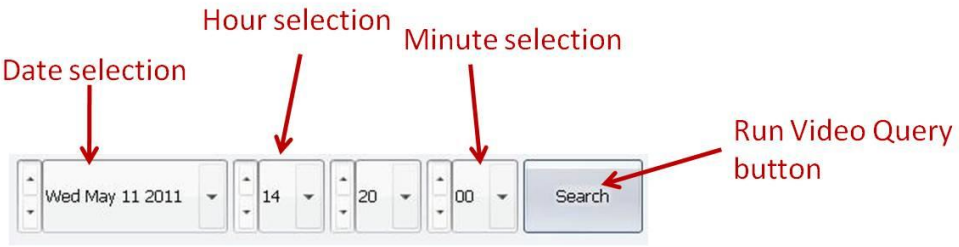
### 2.2.2 Selecting Time for Video

When selecting video footage from the camera, you can specify the time and date of the video footage you want played, or choose footage from the last 5 or 60 minutes through the provided toolbar buttons.

If you have retrieved footage of a specific time and date, you do not need to reselect the time and date again if you choosing a new camera. The previously retrieved footage retrieval will apply, allowing faster reviews from multiple cameras.




Once you have selected the desired time click the **Run Video Query** button to play the video.

There are a couple of buttons to the left of the **Video Window** allowing you to quickly play the last 5 minutes or last hour:

To select a video for any day and time click the **Specific Time** button to launch the **Select Date and Time of Video** dialog.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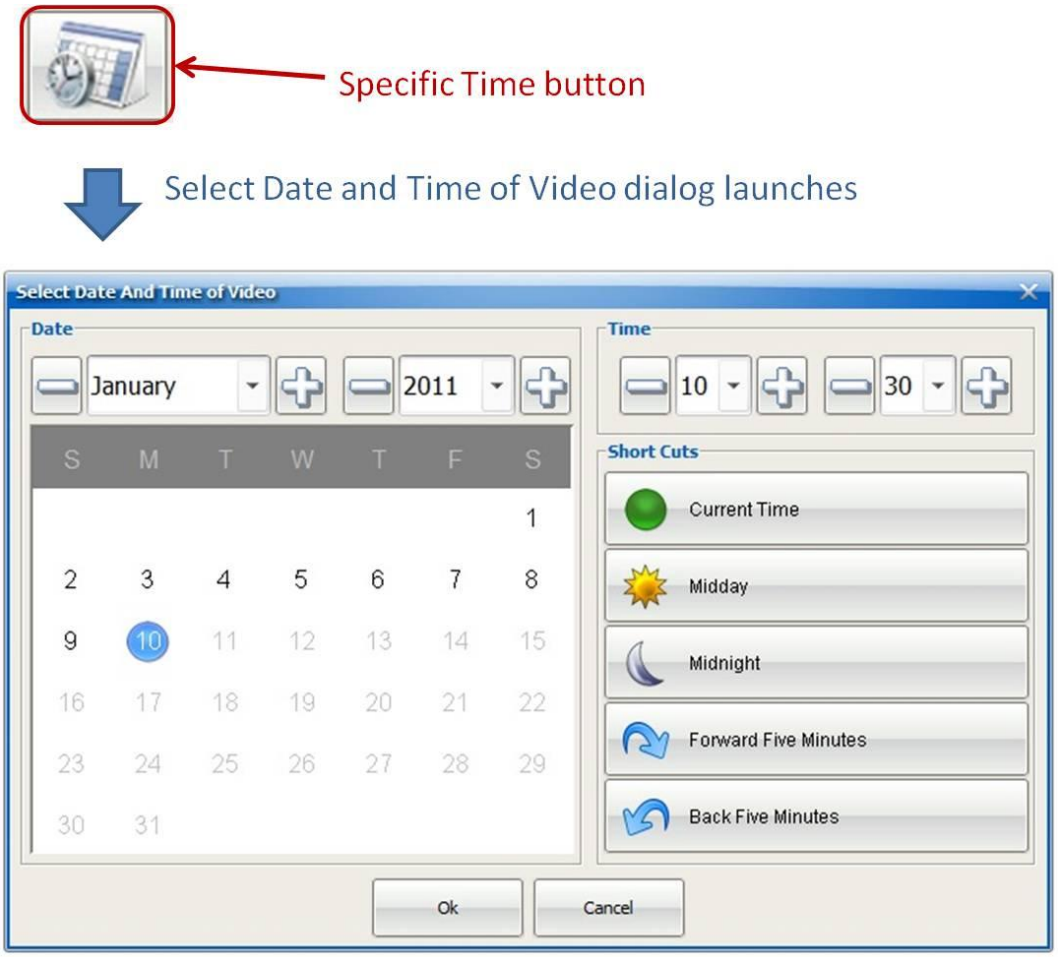


The current date is indicated in blue. The dates within the retention period are highlighted.

Select the start time for the video; it has to be from the dates of the highlighted retention period.

When done, click **Ok**. You will be prompted to select the duration for the video:

Click the time (minutes) you desire. The **Select Date and Time of Video** dialog will close and the play of the video will start in the **Video Window**.

If you don't want to start playback click **Exit**.


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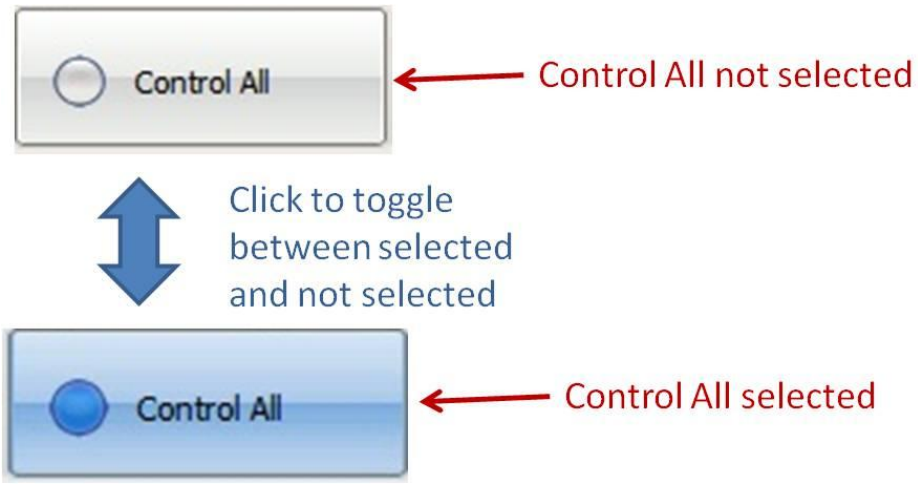
### 2.2.3 Simultaneous control of all cameras

When in a multi-screen video layout you can either control the video playback for the currently selected screen or for all screens. If you wish to control it for all screens select the **Control All** button:




When **Control All** is selected any selections you make for the video playback apply to all cameras that are currently being viewed in the screens.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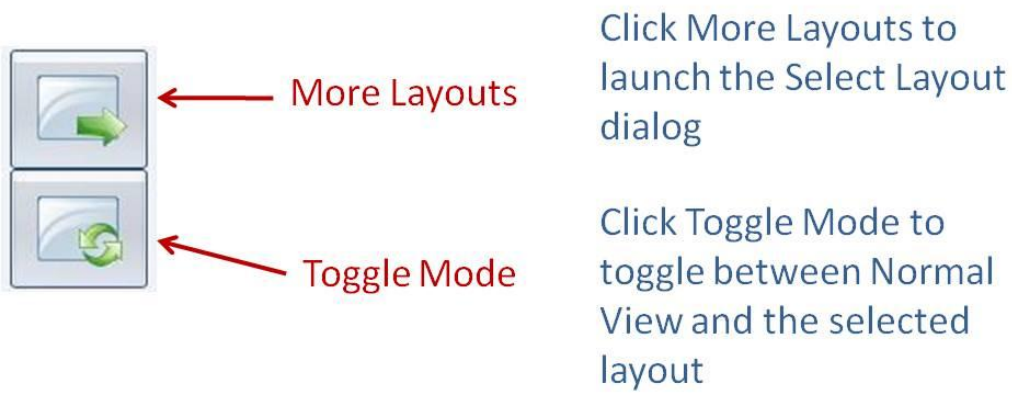
## 2.3 Video Layouts

The **Normal View** layout is one screen not divided; can view only one camera at the time. This is the default video layout.

You can select a number of different multiple screen video layouts via the **Select Layout** dialog launched from the **More Layouts** button. This provides you with the option to view footage from multiple cameras at the same time.

You can use the **Toggle Mode** button to toggle between the last selected layout and **Normal View**.


More Layouts
Toggle Mode
Click More Layouts to launch the Select Layout dialog
Click Toggle Mode to toggle between Normal View and the selected layout

You can also change the viewing mode by right clicking on the **Video Window** and using the context menu options.

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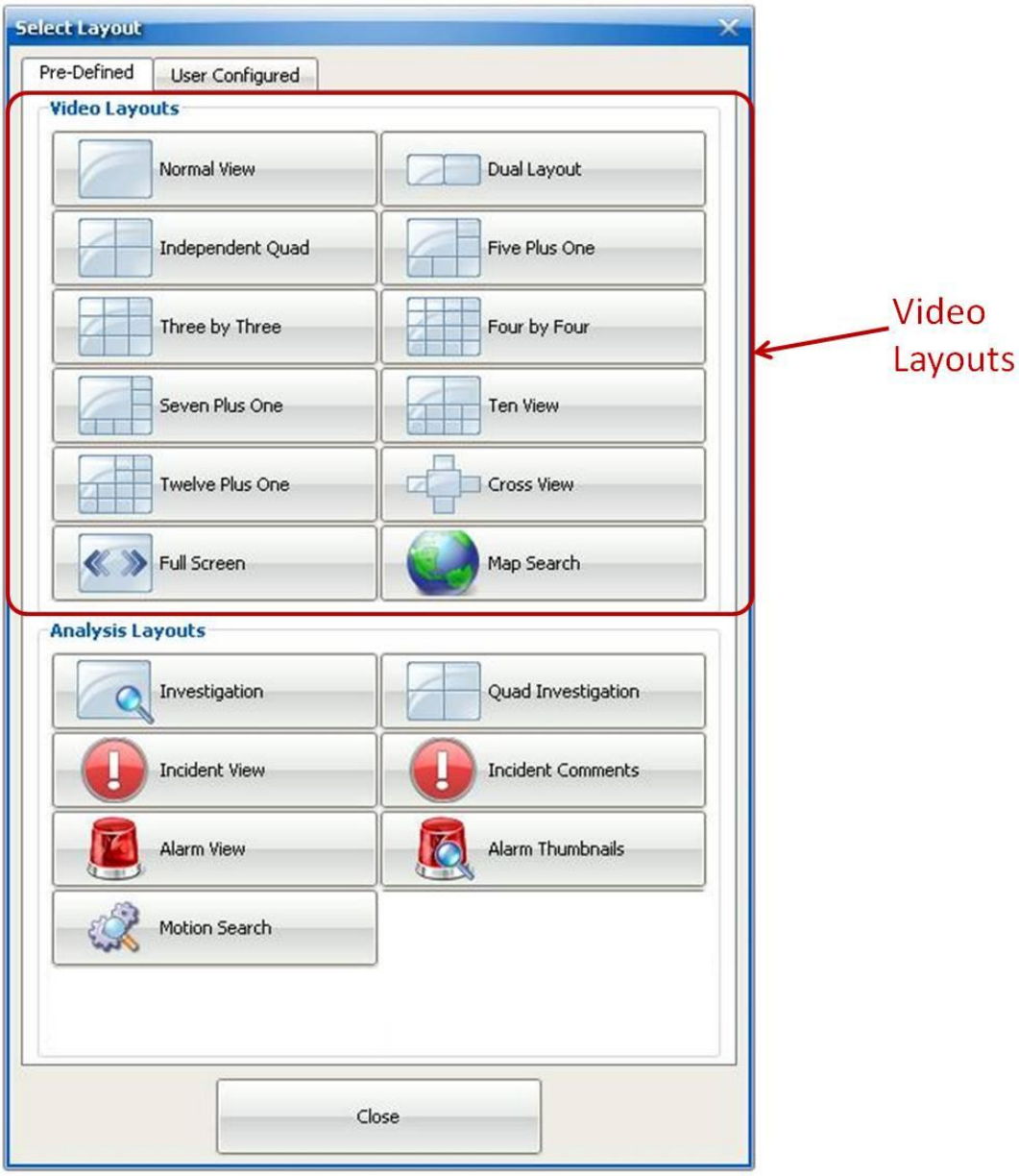
### 2.3.1 Predefined Video Layouts

You can choose from a number of predefined layouts displayed in the **Video Layouts** group on the **Pre-Defined** tab of the **Select Layout** dialog.




Selecting a layout from the **Video Layouts** group allows you to view video from as many cameras as there are screens in the layout.
The windows you get in a layout are represented by the icon for the layout.

To select a layout click the respective button. The **Select Layout** dialog closes and the viewer switches to the selected layout.

Some of the most frequently used video layouts are described in the following sections.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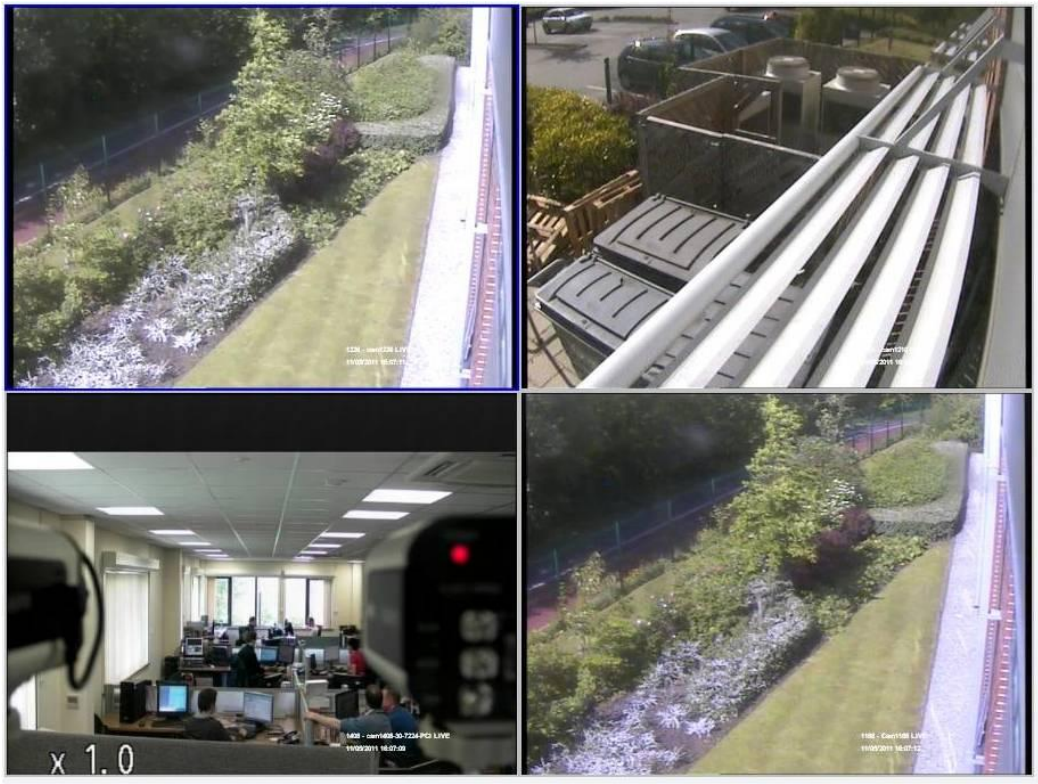
#### 2.3.1.1 Dual Layout

**Dual Layout** shows two windows of equal size. You can view the same or a different camera in each window.

You can apply different playback settings to the two windows; for example you could view live in one and view some recorded footage in the other. You can also use the **Control All** option to control the two windows simultaneously; see section 2.2.

#### 2.3.1.2 Independent Quad

In **Independent Quad** layout the four windows can show footage from up to four different cameras.




You can apply different playback settings to the windows. You can also use the **Control All** option to control the four windows simultaneously; see section 2.2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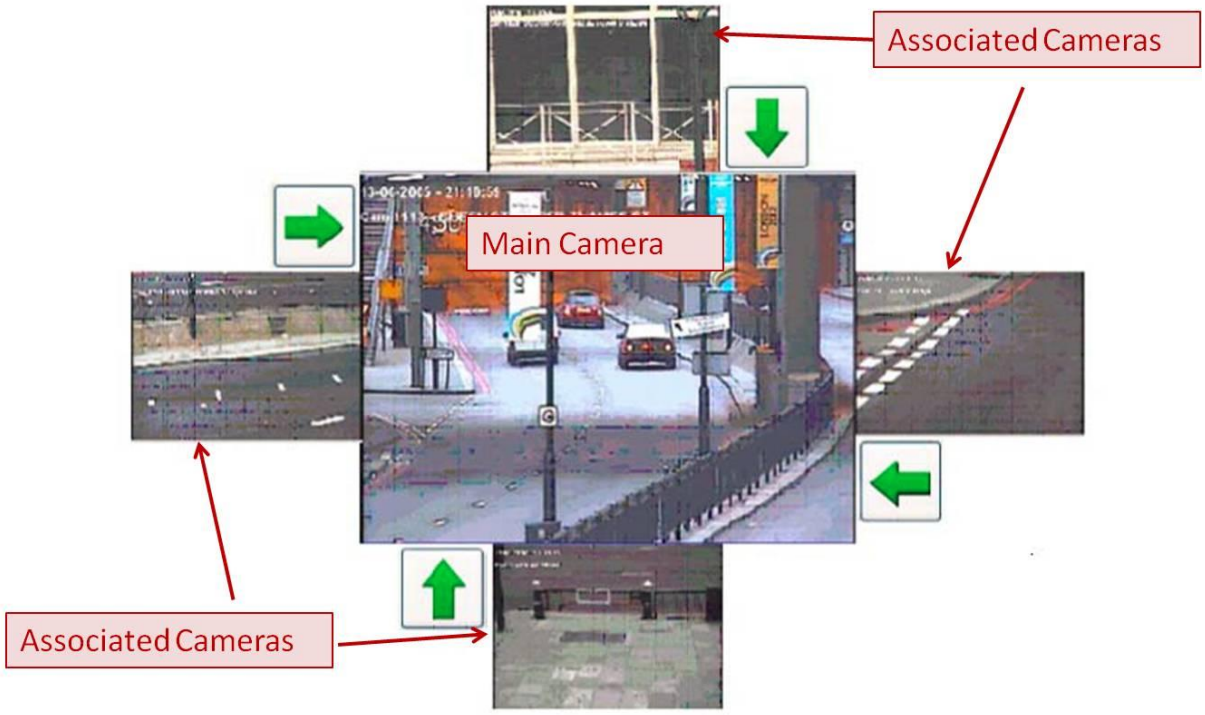
### 2.3.1.3 Cross View

**Cross View** layout consists of a main window (also referred to as the **Spot**) for playback from a camera as well and four smaller windows for playback from associated cameras, generally positioned in the North, South, East and West directions of the selected main camera. Associated cameras need to have been configured for the camera in the Main window for **Cross View** layout to work.

Associated cameras are configured through: **Menus > Setup > System Setup > Maps >Design Map**.




Clicking one of the green arrows transfers the adjacent camera into the main window. The footage continues playback from the point that it has reached. The associated cameras of the new camera in the main window are displayed in the four small windows.

The window in the centre plays back at the highest available recording quality, e.g., 8 Pictures-Per-Second (PPS), while the 4 surrounding windows play back at lower quality (e.g., 1 PPS).

When you switch to **Cross View** the **Control All** is automatically activated so that the playback controls control all five windows simultaneously.

### 2.3.1.4 Full Screen

You can switch to full screen viewing by clicking the **Full Screen** button. You can exit full screen viewing by double clicking on the screen or by pressing the **Esc** key on the keyboard.

### 2.3.1.5 Map Search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The **Map Search** option displays a map and allows you to locate cameras on the map.

#### 2.3.1.6 Other Layouts

Depending on your client specification the following layouts are also available:

- Three by Three
- Four by Four
- Seven Plus One
- Ten View
- Twelve Plus One

The windows you get for each of them are as represented by the icons on the dialog. You can display different cameras in each window. You can control the cameras in the windows independently or simultaneously via the **Control All** option; see section 2.2.

### 2.3.2 Predefined Analysis Layouts

Analysis layouts allow you to examine footage from different points in time. They are useful for carrying out investigations.

You can choose from a number of predefined layouts displayed in the **Analysis Layouts** group on the **Pre-Defined** tab of the **Select Layout** dialog.

To select a layout click the respective button. The **Select Layout** dialog closes and the viewer switches to the selected layout.

Some of the most frequently used analyses layouts are described below.

#### 2.3.2.1 Investigation Layout

In **Investigation Layout** you can view snapshots from one camera over a selected period of time

The **Investigation Layout** is suitable for investigations where ‘footage snap-shots’ are displayed over a selected duration, allowing rapid searching for changing scenes. Once you have selected a time period, 16 windows, equally divided over the time period and each showing a still image, are displayed.
You can then find a still image containing content that you wish to investigate. Selecting the desired image then shows another 16 windows each with a shorter time interval between the images, allowing you to pinpoint the exact image that shows the incident.

Click the Investigation button. The **Select Start Time for Investigation** dialog is displayed.


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The current date is indicated in blue.

The dates within the retention period are highlighted.

Select the start time for the investigation; it has to be from the dates of the highlighted retention period.

Click **Ok**. The dialog closes and the **Select Clip Duration** dialog is displayed.

Duration of clip varies between **15** minutes and **4** days.

4 days is the maximum duration of a clip in Synergy.

Select the desired clip duration. 16 snapshots that span the duration of the clip are displayed.

Select a snapshot you wish to investigate and click on it. The clip for the snapshot you selected is split into 16 parts and a snapshot of each is displayed:


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Now click on a snapshot of interest and the clip corresponding to it will be played.

**Investigation Layout** works best on static cameras or PTZs that have not moved.

#### 2.3.2.2 Quad Investigation Layout

**Quad Investigation Layout** allows you to select footage for a time period where 4 views from the same camera are shown.

You have to select start time for the investigation and clip duration as described in the previous section.

Once you have selected a time period, 4 windows, equally divided over the duration, are displayed. Each window plays video footage within the selected time period. For example, if you choose a time period of 15 minutes, each window shows footage for a period of roughly 4 minutes.

#### 2.3.2.3 Incident View

**Incident View** allows you to review saved incidents. This is a part of Incident Management and is described in detail in section 6.14.


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#### 2.3.2.4 Incident Comments

The **Incident Comments** option allows you to search for incidents containing specific text. This is a part of Incident Management and is described in detail in section 6.15.

#### 2.3.2.5 Alarm View

The **Alarm View** layout allows you fast review alarms within specific time period. This is described in details in section 8.6.

#### 2.3.2.6 Alarm Thumbnails

The **Alarm Thumbnails** layout allows you fast review alarms within specific time period. It is similar to alarm view, but thumbnails of found events are displayed making it easier to select desired event. This is described in details in section 8.7.

#### 2.3.2.7 Motion Search

**Motion Search** detects motion with regards to a previously saved reference image.

**Motion Search** is best to use with a static camera.

To use **Motion Search** take reference image from the camera when there is no motion and nothing is obstructing the view. (You set a reference image via the **Reference Image** option on the **Playback Settings** dialog; see 3.1.9). Then in the **Motion Search** layout define the area where you want to look for motion occurring

The **Motion Search** layout is illustrated below:


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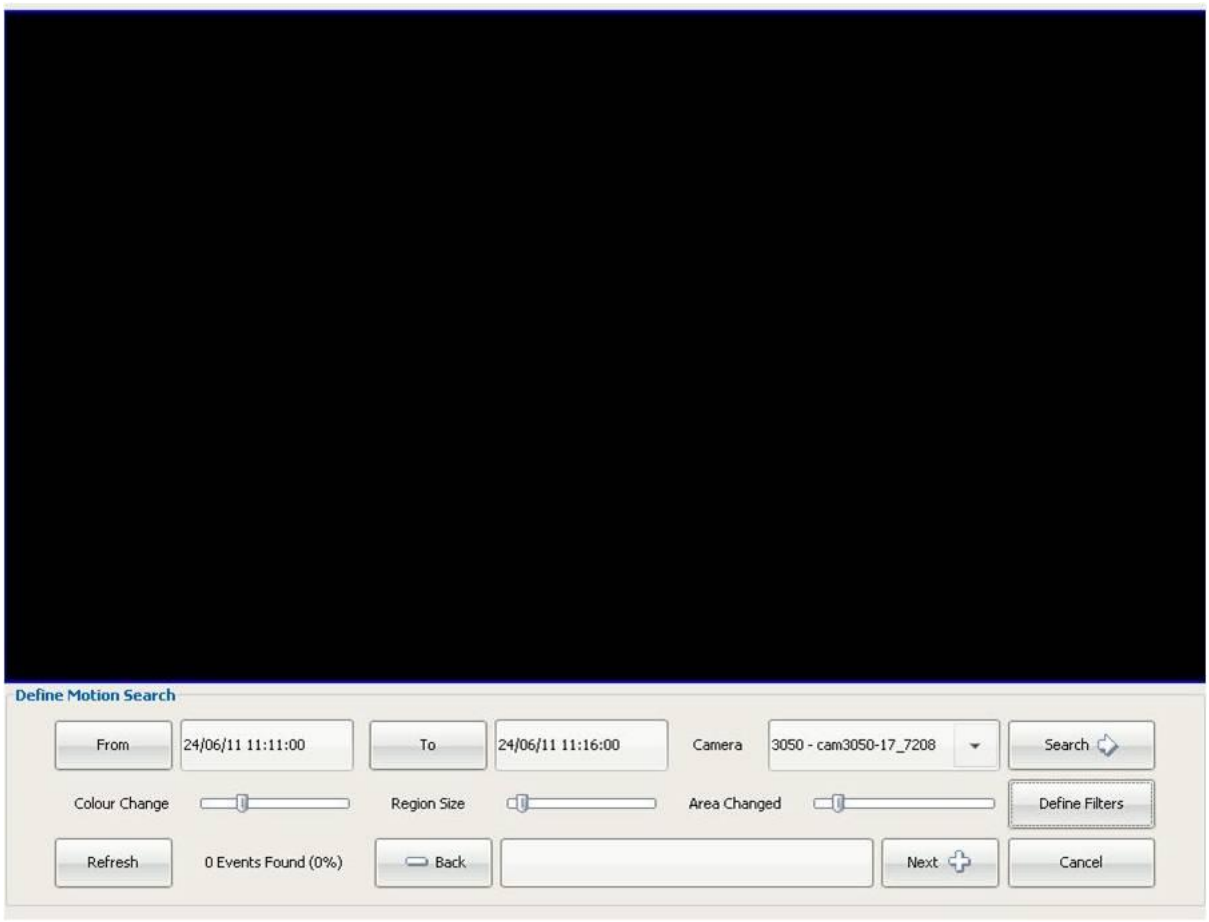


You have to define the criteria for the motion search.

Define the time period for the search using the **From** and **To** buttons (each displays **Select Date** dialog).

Select the camera from the **Camera Drop** down list.

Click the **Define Filter** button to select a reference image and add filters. The **Define Motion Filter** dialog is launched displaying the reference image for the camera:


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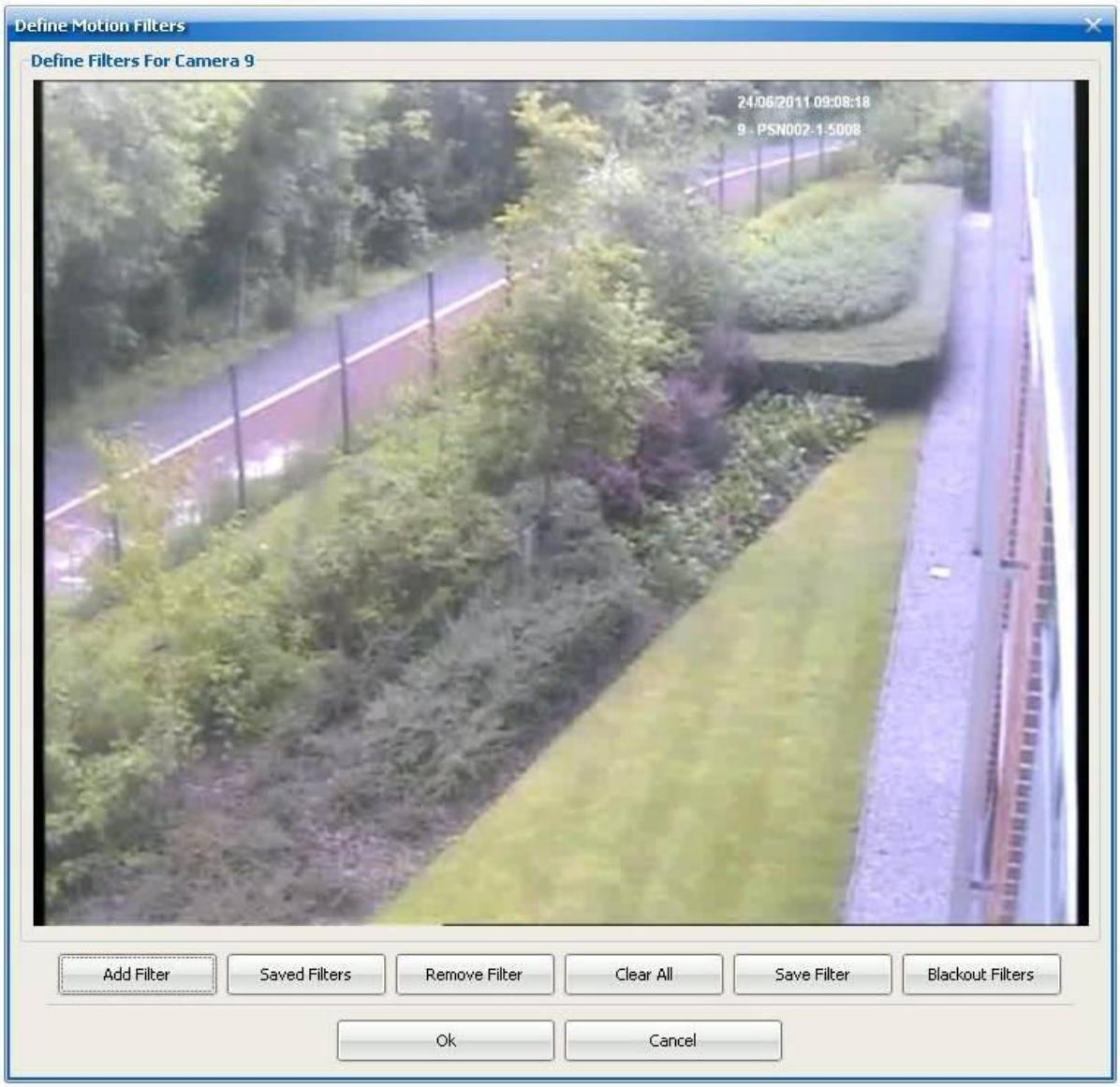


Click **Add Filter** and draw the area you want to search for motion in on the picture. The filter is shown on the picture as a red rectangle:


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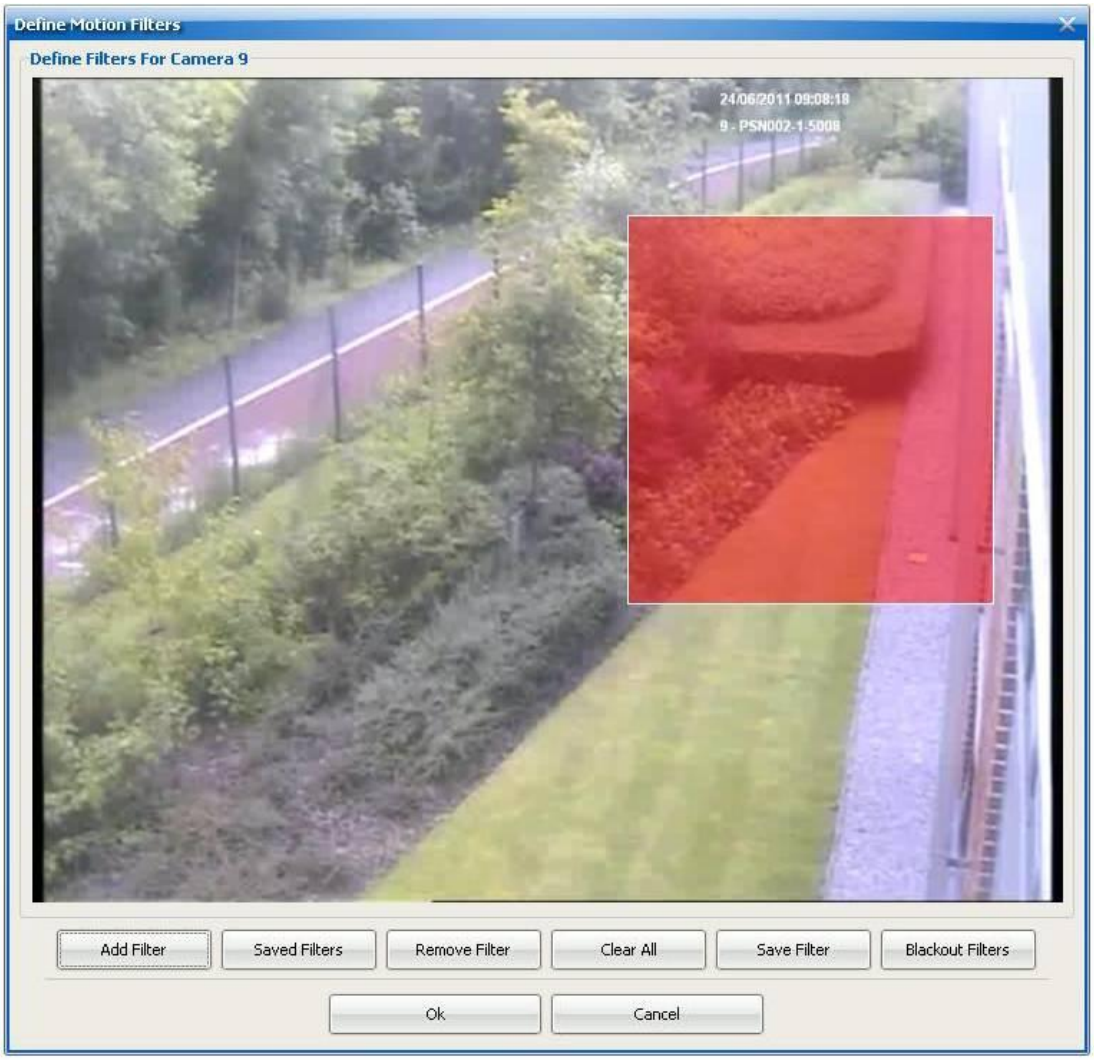


Alternatively you can select a previously saved filter by clicking the **Saved Filters** button.

The **Blackout Filters** button toggles between normal and blackout filters. When an area is covered by a blackout filter it is ignored during the search for motion.

To save the filter for the camera, click the **Save Filter** button. When there is a saved filter for the camera currently playing in the Viewer it is automatically applied to it when switch to **Motion Search** layout

The **Remove Filter** button removes the last added filter and the **Clear All** button removes all filters.

Click **Ok** when finished to accept your selection and close the dialog.

The setting on the **Colour Change** slider specifies the minimum degree of change in a pixel value which is required for that pixel to be considered part of the motion in the image, the slider represents 10-50%

The **Region Size** slider defines the minimum size, as a proportion of the whole scene, a region needs to be for that region to be considered as evidence of actual motion.


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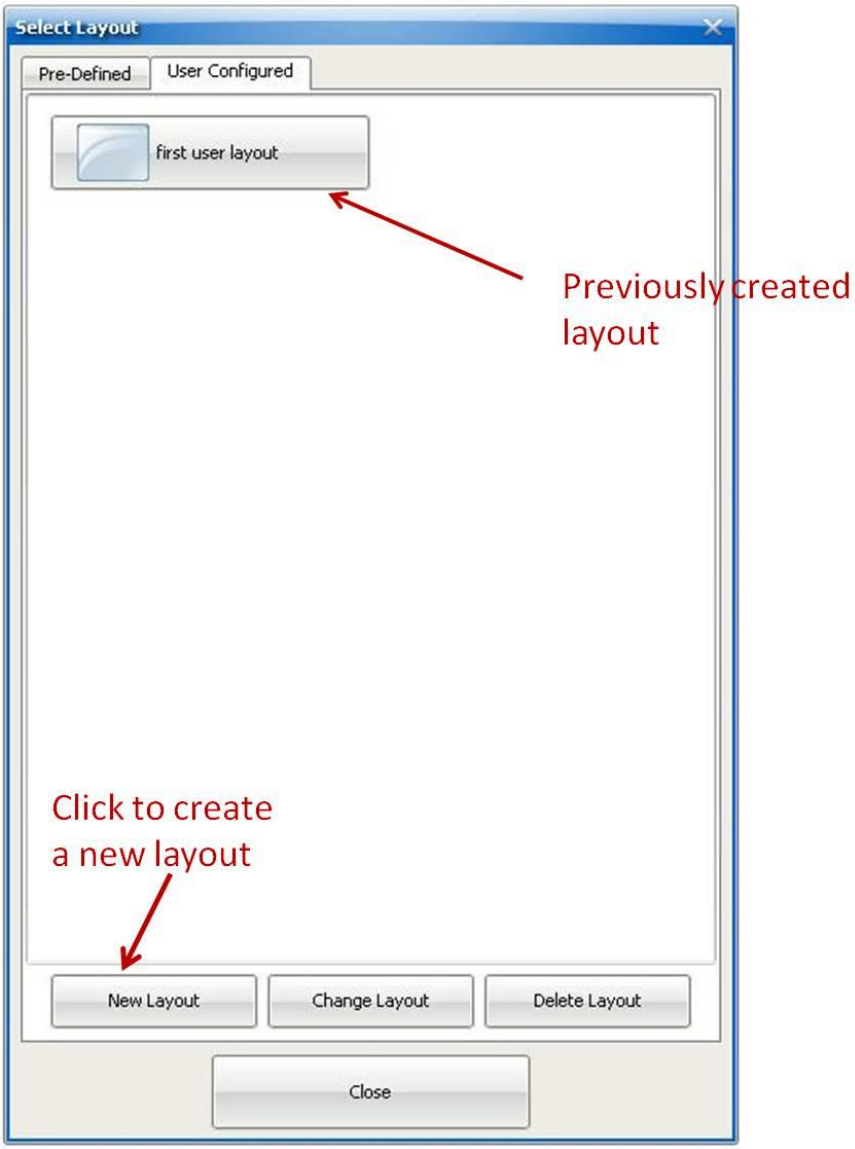
The **Area Changed** slider specifies the proportion of pixels in a region which meet the colour change requirement which are required for that region to be determined to contain motion. The slider represents 10-60 %.

When you have set all the criteria for the search, click the **Search** button. A thumbnail of each change found is displayed in the window. Click a thumbnail to play it in the **Viewer**.

### 2.3.3 User Configured Layouts

You can specify your own video layouts on the **User Configured** tab of the **Select Layout** dialog.




All existing user configured layouts are displayed on the tab. To select one of them click it. The Select Layout dialog closes and the viewer switches to the selected user configured layout.

To create a layout, select **New Layout.** The **Design Video Window Layout** screen is displayed.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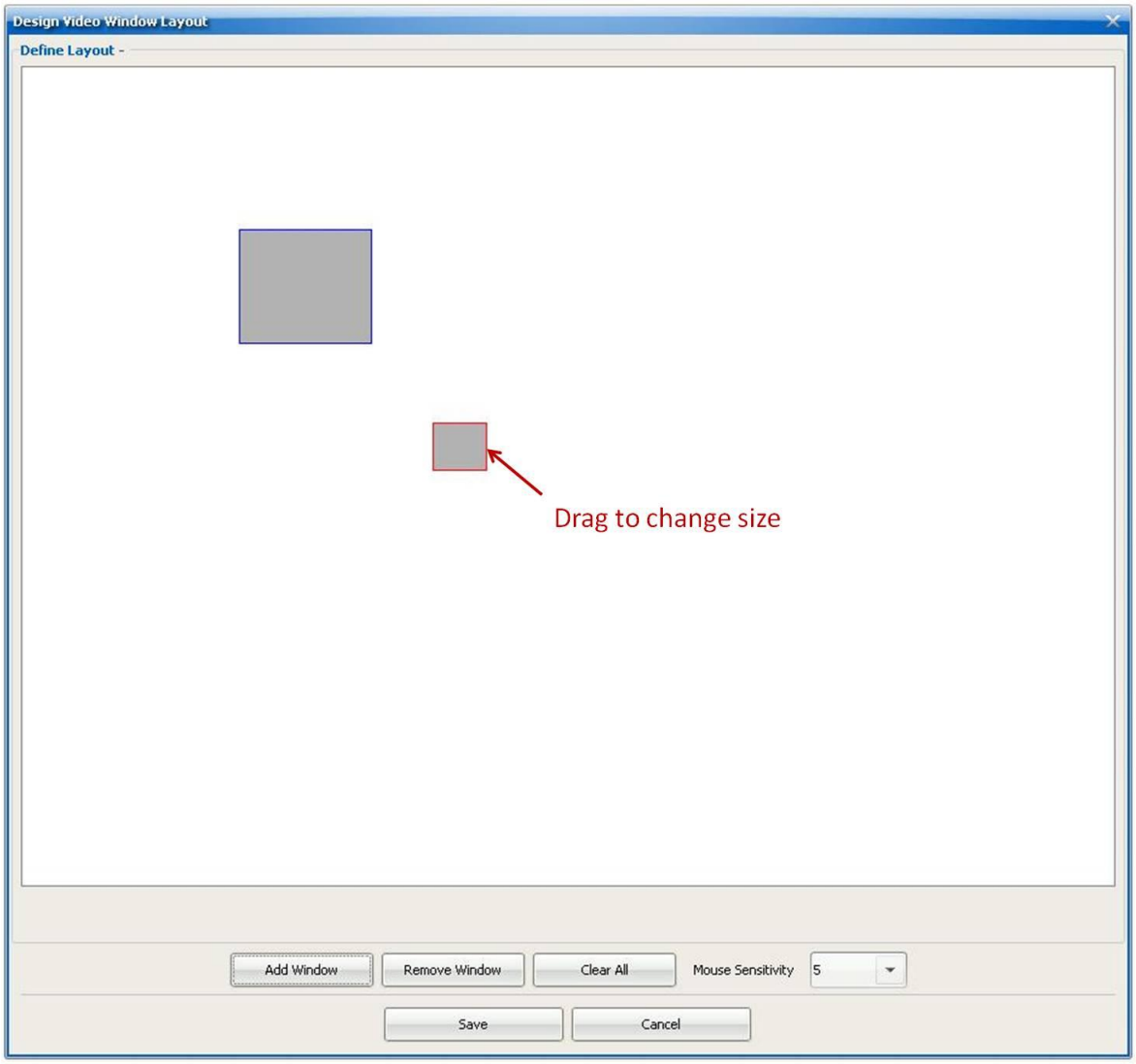


Click **Add Window** and draw a rectangle with the mouse. You can change the size of existing rectangles by dragging the bottom right corner with the mouse. To move a rectangle, position the mouse in it and drag.

The currently selected rectangle is outlined with red, the remaining ones with blue.

You can also delete the selected rectangle by clicking **Remove Window.**

To clear the design window click **Clear All**.

Once done select **Save** to save your layout. You will be asked to enter a name:

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Enter a name and click **OK**. The **Design Video Window Layout** screen will close. The layout will appear on the **User Configured** tab.

To modify an existing layout click **Change Layout**. You will then be asked to select which layout you wish to change:

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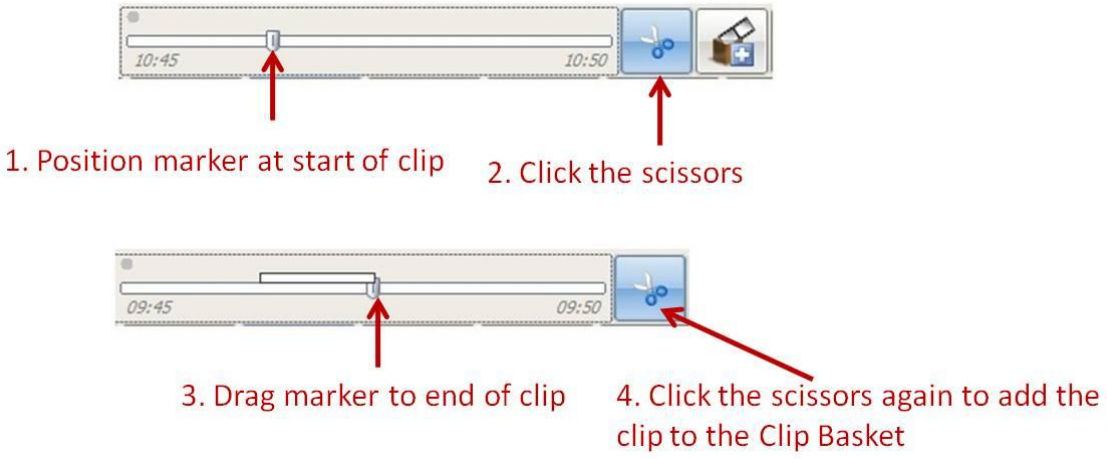
## 2.4 Saving Video Footage – Clips and Snapshots

You can save video footage in the **Clip Basket.** You are able to add multiple clips from different cameras and then export them as an incident.

### 2.4.1 Adding Video Clips to the Clip Basket

To add the video footage you are currently playing to the **Clip Basket** click the **Add to Clip Basket** button. The video for the time currently indicated on the **Time Line** is added to the **Clip Basket**.

You can also select the exact footage you want to save as a clip using the **Cut into Video Clip** tool. To do this position the marker on the **Time Line** at the start for the clip, click the tool, drag marker to the end for the clip, then click the **Cut into Video Clip** tool again to add the clip to the basket.


10:45
10:50
1. Position marker at start of clip
2. Click the scissors
09:45
09:50
3. Drag marker to end of clip
4. Click the scissors again to add the clip to the Clip Basket

### 2.4.2 Viewing the Clip Basket

To view the clip basket click on the **Add to Clip Basket** button and in the context menu select **View Clip Basket:**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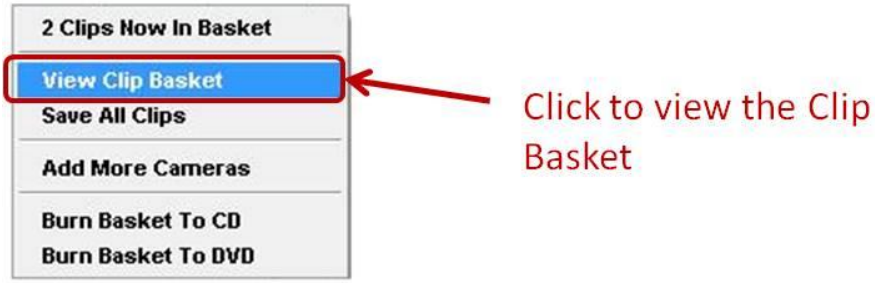
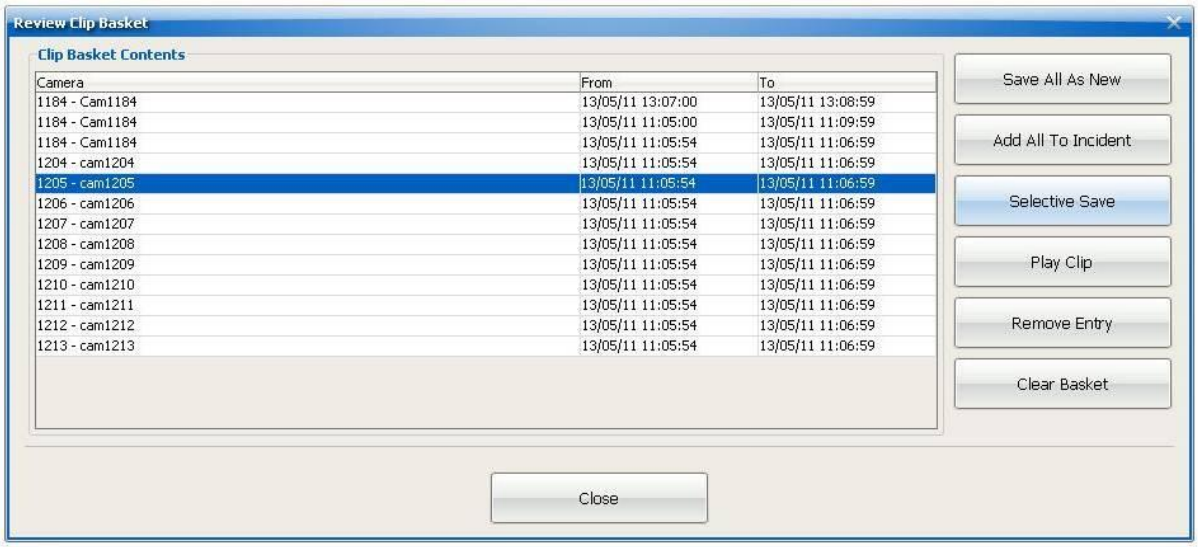

2 Clips Now In Basket
View Clip Basket
Save All Clips
Add More Cameras
Burn Basket To CD
Burn Basket To DVD
Click to view the Clip Basket

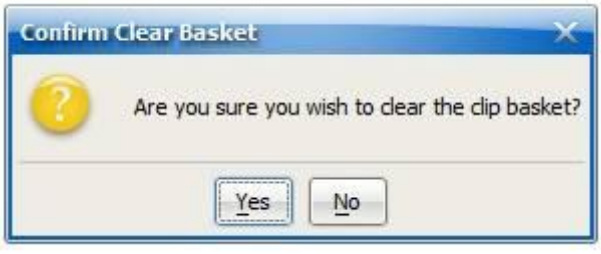
The **Review Clip Basket** dialog is launched.




A list of all clips currently in the basket is displayed.

You can play a clip by selecting it and pressing **Play Clip**.

Selecting **Remove Entry** deletes the currently selected clip from the basket. Or if you want to delete all clips select **Clear Basket**. You will be asked to confirm:




From the **Clip Basket** you can also save clips as a new incident or add them to an existing one. Incident management is described in detail in chapter 6.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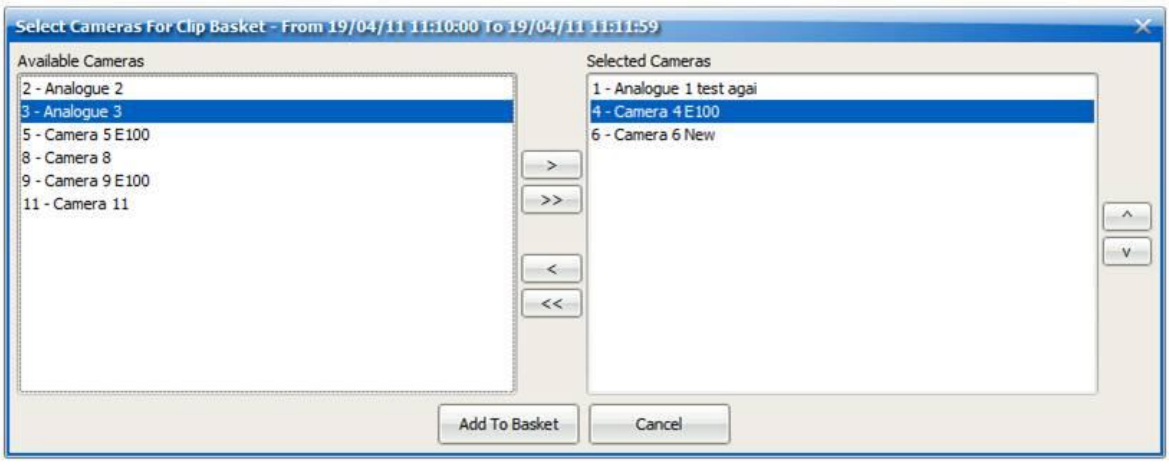
You can also view the **Clip Basket** by clicking the **Show Clip Basket** button at the bottom of the **Cameras** tab.

Using the buttons at the bottom you can Save the contents of the basket as a new incident, add them to existing incident or export to CD, DVD or removable drive.

To play a clip, double click it in the tree.

### 2.4.3 Selecting Cameras for Clip Basket

You can select footage from additional cameras (that you are not necessarily currently viewing) to be added to the clip basket. The time period of the footage will be the same as that of the last clip added. To do this click on the **Add To Clip Basket** button and then select **Add More Cameras** in the context menu. This launches the **Select Cameras For Clip Basket** dialog.





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All currently available cameras are listed in the **Available Cameras** list.

Use the button to add the selected camera(s) to the list of **Selected Cameras** or the button to add all cameras.

Use the buttons to move cameras from the list of selected cameras back to the list of available ones.

You can arrange the order of the **Selected Cameras** by using the buttons.

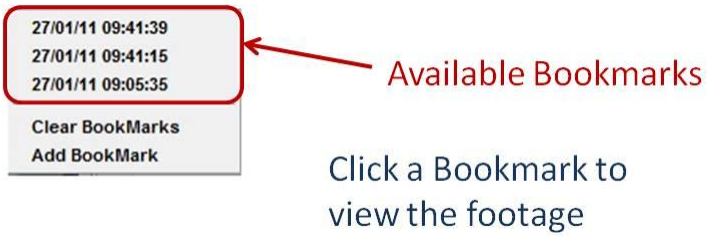
Once you have added all desired cameras select **Add To Basket** to add the footage for the selected cameras to the **Clip Basket**.

### 2.4.4 Bookmarks

You can bookmark a particular moment in the footage (both in live viewing and in video playback mode) for future review by clicking the **Operate Bookmarks** button and selecting **Add Bookmark** from the context menu displayed:

To clear all bookmarks click the **Operate Bookmarks** button and select **Clear Bookmarks** from the context menu displayed.

To view the available bookmarks click the **Operate Bookmarks** button; all currently set bookmarks are displayed in the context menu. To playback a bookmarked piece of footage click it in the context menu:




Please note that footage bookmarked during live viewing may not be immediately available for playback. If it is not available, you are presented with the following message: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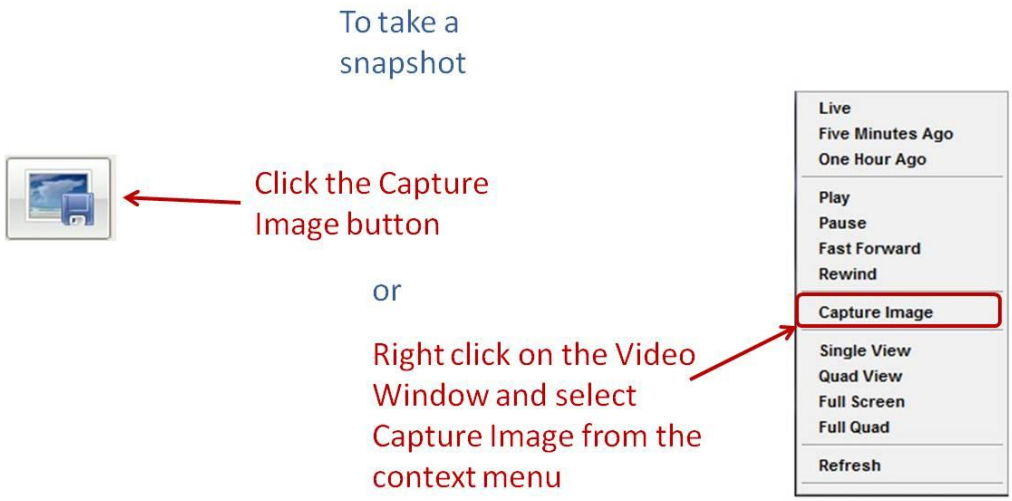
Click **OK** to close the message and try to play the video again a little later.

### 2.4.5 Snapshots

A snapshot can be taken during live viewing or during watching of recorded video footage. The picture that is saved is the one shown in the **Video Window** at the exact moment the snapshot is taken.

To take a snapshot, click the **Capture Image** button or right click on the **Video Window** and select **Capture Image** from the context menu.




To view the image, go to **Menus > Video > Review Images**; see section 5.2.1 for details.

### 2.4.6 Incidents

The **Incidents** button launches the **Incident Activity** dialog allowing you to export saved clips as an incident. Incident Management is described in detail in chapter 6.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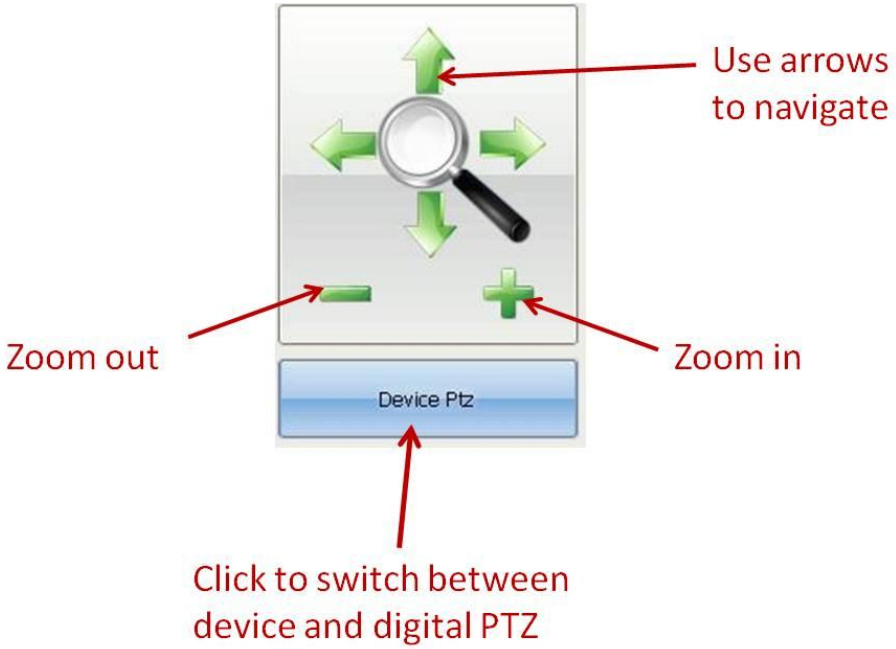
## 2.5 PTZ Control

From Synergy you can control the device PTZ for analogue cameras that support PTZ. You can also digitally zoom in and use digital PTZ control for both live and recorded video. The PTZ control is pictured below:




If the button is selected the control is used for the device PTZ of the camera. If the button is not selected the control is for digital PTZ and zoom.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## 2.6 External Controllers

You can optionally purchase and use one of the following external controllers:

Synectics Navigator Pro Joystick, part code SY2201
Synectics Ex250 Keyboard, part code SY4205

Your system will be set up for using the one available to you.

For details on using the Navigator Pro Joystick see the *Navigator Pro Joystick User Manual*.

You can use the Synergy Keyboard to control your Synergy workstation and PTZ and dome cameras.

To use the Ex250 Keyboard you need to

- Ensure your Synergy workstation is configured to use the Synergy Keyboard – Please consult your system engineer.

For details on using the Synergy Keyboard refer to the *Synergy Keyboard User Manual*.


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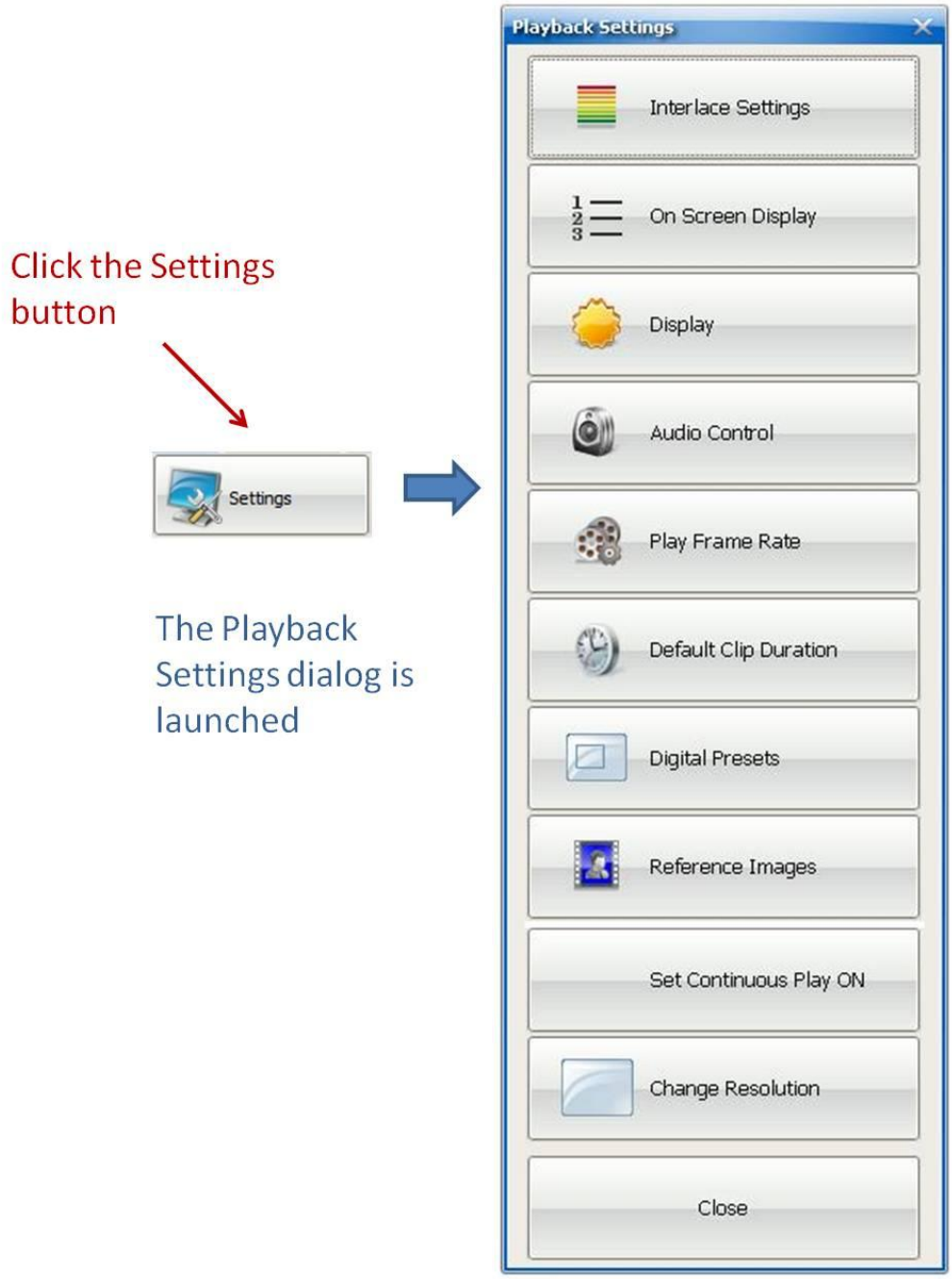
# 3 Synergy Viewer - Advanced

This chapter describes how to control the **Synergy Viewer** settings and how to use **Macros** and **Salvos** as well as the **Time Spans**.

## 3.1 Settings

You can control the Synergy **Viewer** settings in the **Playback Settings** dialog box. The dialog is launched via the **Settings** button:




Selecting an option opens a dialog allowing you to change the selected setting.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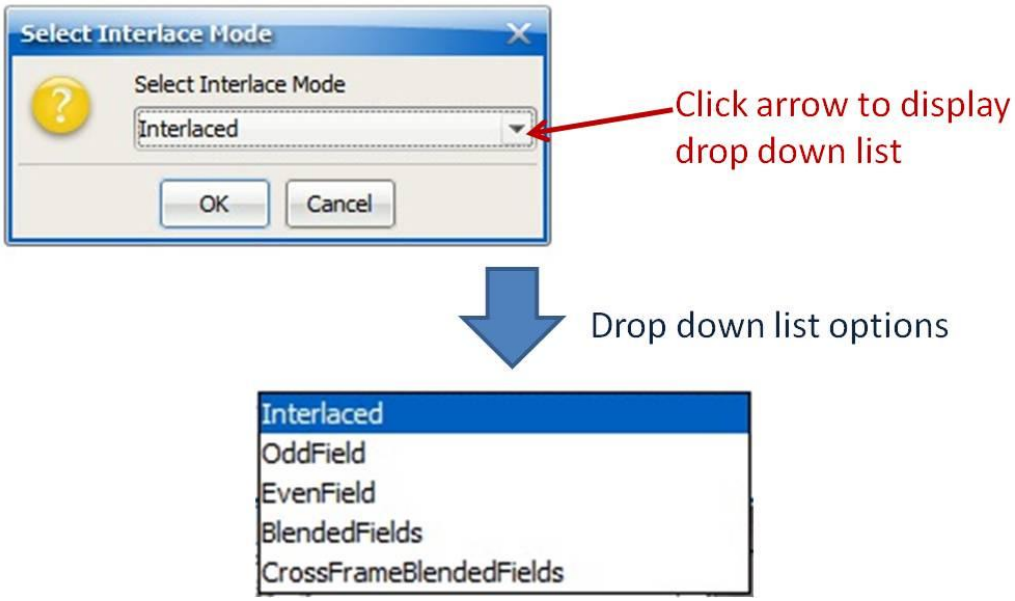
If you wish to close the dialog click the **Close** option.

### 3.1.1 Interlace Settings

The **Interlace Settings** option opens the **Select Interlace Mode** dialog pictured below.




Click the arrow to display the drop down list and select the desired interlace mode.

The interlace mode you select will affect the quality of the displayed picture. For example if **Interlaced** mode is chosen, scenes with little or no motion will appear sharp. However scenes with high motion will show signs of motion blurring. In this case you should select one of the other modes.

Selecting **OddField** or **EvenField** will reduce the resolution but remove the blurring.

If you select **BlendedFilelds** or **CrossFrameBlandedFilelds** Synergy will mathematically blend the video fields in an attempt to retain the resolution and remove the blurring.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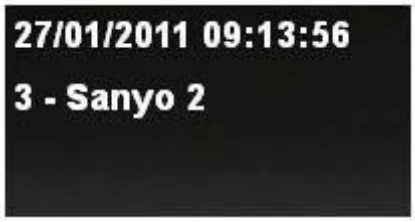
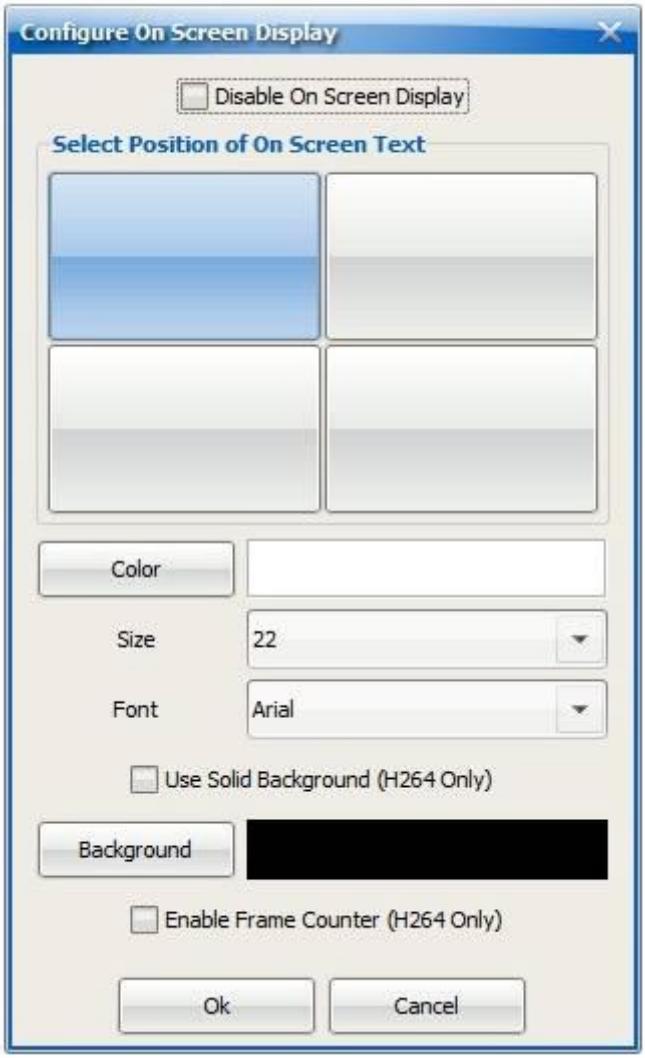
### 3.1.2 On Screen Display

The date and time and the camera name are displayed by default in the left top corner of the **Video Window:**




You can change the appearance and position of the text by choosing the **On Screen Display** option in the **Playback Settings** dialog. This launches the **Configure On Screen Display** dialog.




If you do not want on screen display check the **Disable On Screen Display** checkbox.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You can select the position of the text by selecting a quadrant in the **Select Position of On Screen Text** group.

Click the **Color** button to display the **Select On Screen Display Colour** dialog allowing you to change the colour of the text. See section 3.1.3 for description of the **Colour Control** dialog.

You can also change the **Size** and **Font** by selecting an option from the respective drop down lists.

#### 3.1.2.1 Background Colour

The background colour options are only used for H264 cameras.

To display background colour check **Use Solid Background.**

To change the background colour click the **Background** button to launch the **Select On Screen Display Background Colour** dialog and select the new colour. See section 3.1.3 for description of the **Colour Control** dialog. The background colour is only used if **Use Solid Background** is checked.

#### 3.1.2.2 Frame Counter

The frame counter feature only works for H264 cameras. To enable the count check **Enable Frame Counter**. A count of the number of frames is displayed as pictured below:

Select **Ok** in the **Configure On Screen Display** dialog to save your changes or **Cancel** to discard them.

### 3.1.3 Colour Control Dialogs

The **Select On Screen Display Colour** dialog is launched from the **Color** button of **the Configure On Screen Display** dialog.

The **Select On Screen Display Background Colour** dialog is launched form the **Background** button of the **Configure On Screen Display** dialog.

The two dialogs are the same, except for the title. The screen shots in this section are of the **Select On Screen Display Colour** dialog.

Each dialog has three tabs and a **Preview** area common to all the tabs. The three tabs provide different ways for selecting a colour. A preview of the selected colour is shown in the **Preview** area.


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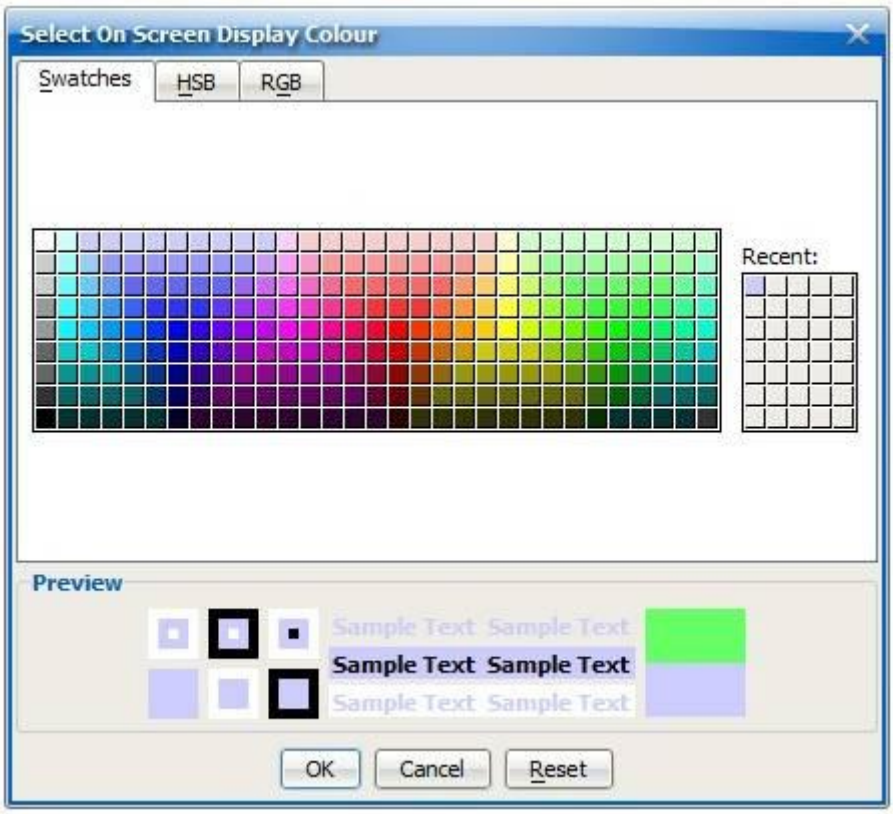
Select **OK** to accept the new colour or **Cancel** to exit without changing the colour.

The **Reset** button will return you to the last colour of the used for the item (text or background).

On the **Swatches** tab you can select a colour from a grid of available colours:




The **HSB** and **RGB** tabs are available for more advanced and precise colour selection.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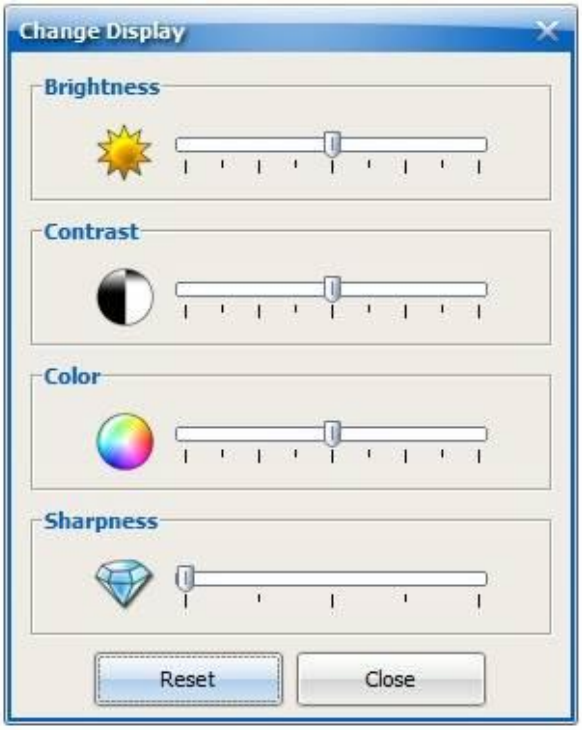
### 3.1.4 Display

The **Display** option on the **Playback Settings** dialog launches the **Change Display** dialog.




Here you can change the **Brightness**, **Contrast**, **Color** and **Sharpness** of the Synergy **Video Window**.

Press the **Reset** button to go back to the default settings.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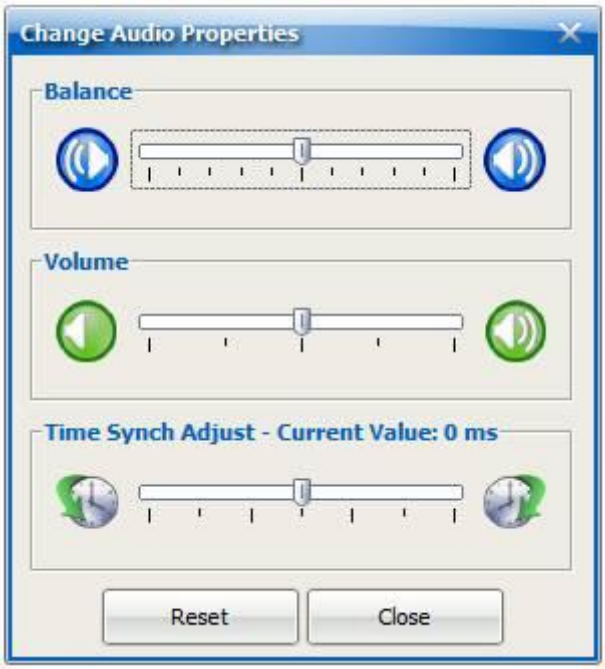
### 3.1.5 Audio Control

The **Audio Control** option on the **System Settings** dialog launches the **Change Audio Properties** dialog.




In this dialog you can adjust the **Balance**, **Volume** and **Time Synch Adjust** for your audio.

The **Time Synch Adjust** is used to synchronise video display with audio.

Press the **Reset** button to go back to the default settings.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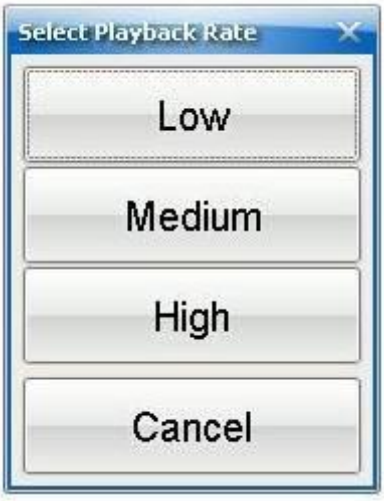
### 3.1.6 Play Frame Rate

The **Play Frame Rate** option on the **System Settings** dialog launches the **Select Playback Rate** dialog




This dialog allows you to select the rate at which video footage is played. The three settings are as follows:
**Low** – 1 fps (frame per second)
**Medium** – 2 fps; this setting only applies to MPEG2 video
**High** – full frame rate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### 3.1.7 Default Clip Duration

The **Default Clip Duration** option on the **System Settings** dialog launches the **Set Clip Duration** dialog, which allows you to select the default clip duration to be used:

The clip duration set here is used when video playback is started by pressing the **Showing Live** button; see section 2.2 for details.


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### 3.1.8 Digital Presets

Selecting the **Digital Presets** option launches the **Select Preset** dialog.

The dialog allows you to select one of four pre-defined preset positions as well as the normal view for the camera. The positions are as follows:

**Home** – normal view
**Preset 1** – top left corner
**Preset 2** – top right corner
**Preset 3** – bottom left
**Preset 4** – bottom right

### 3.1.9 Reference Images

The **Reference Images** option on the **System Settings** dialog allows you to save an image to be used as a reference when performing motion search. For details on motion search see section 2.3.2.7.

To save a reference image press the **Reference Images** button. The following **Save Camera Image** dialog is displayed:

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Click **Save** to save the image currently in the **Video Window** as a reference image.

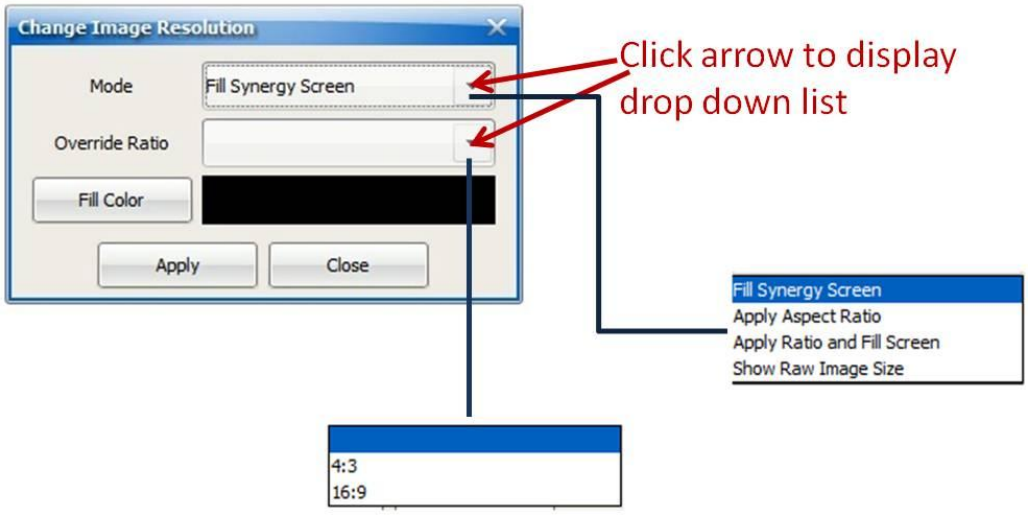
A confirmation message is displayed:

### 3.1.10 Set Continuous Play ON/OFF

Select **Set Continuous Play ON** if you wish video playback to be continuous, i.e. once a selected clip finishes playing the next one is automatically played. The button will change to **Set Continuous Play OFF**. Press it again to turn it off.

### 3.1.11 Change Resolution

Select the **Change Resolution** button to open the **Change Image Resolution** dialog:




The **Mode** determines how the image is displayed on the screen. The **Show Row Image Size** option will give the crispest image

Modifying the **Override Ratio** will affect the true to life representation of the display video.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## 3.2 Salvos

A salvo displays cameras in a defined sequence in a defined layout. Using a salvo saves the operator from having to manually change cameras. A salvo can be triggered by the operator, an alarm can be set up so that it triggers a salvo etc.

The **Salvos** tab allows you to choose predefined layouts as well as to define and save your own layouts. You can then define sequences of cameras to be played in a selected layout.


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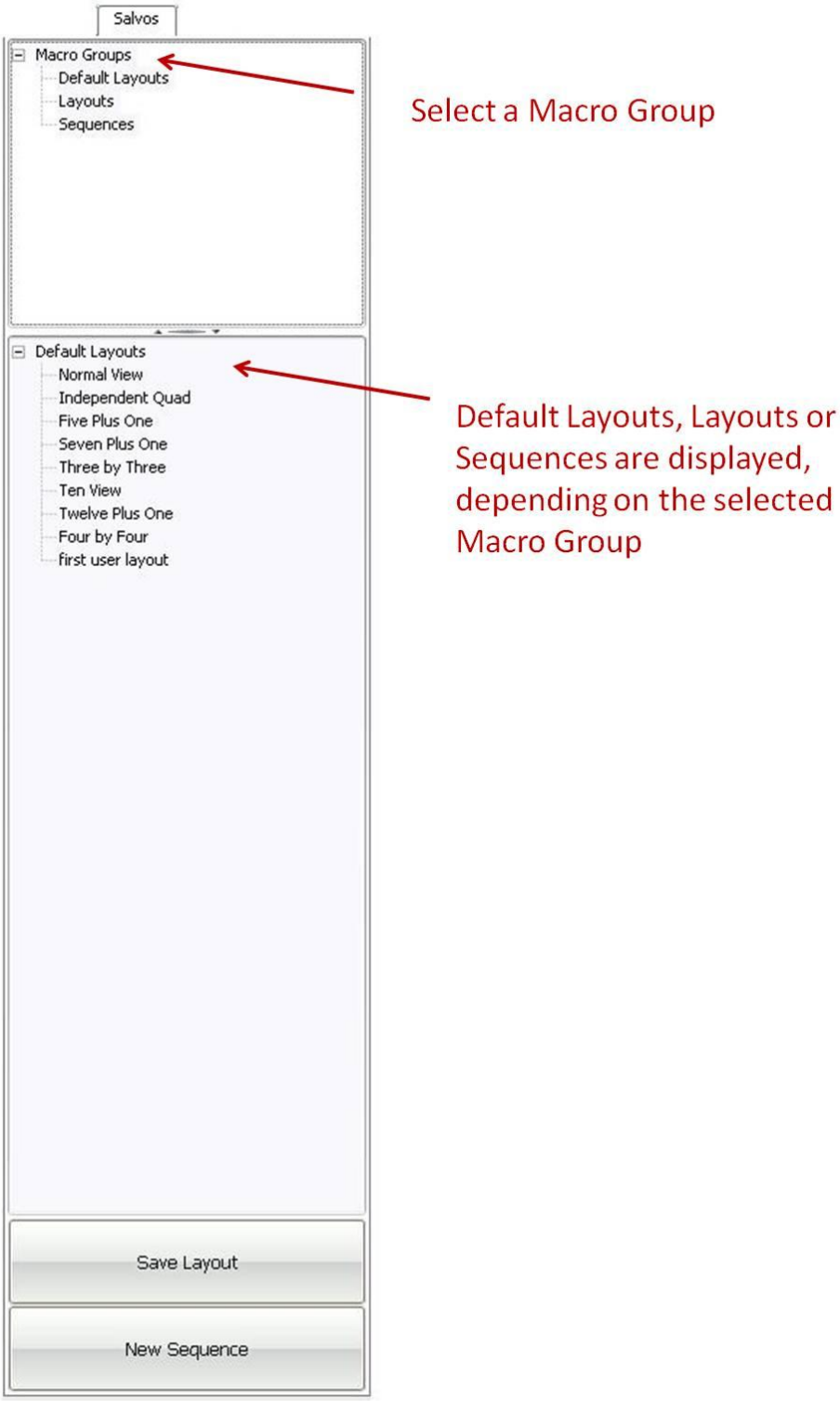


### 3.2.1 Defining a Layout

To define and save your own layout select the layout so it is displayed in the **Video Window** and click **Save Layout**. A dialog is displayed allowing you to enter the name of the layout:


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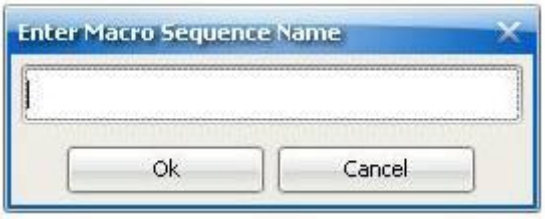
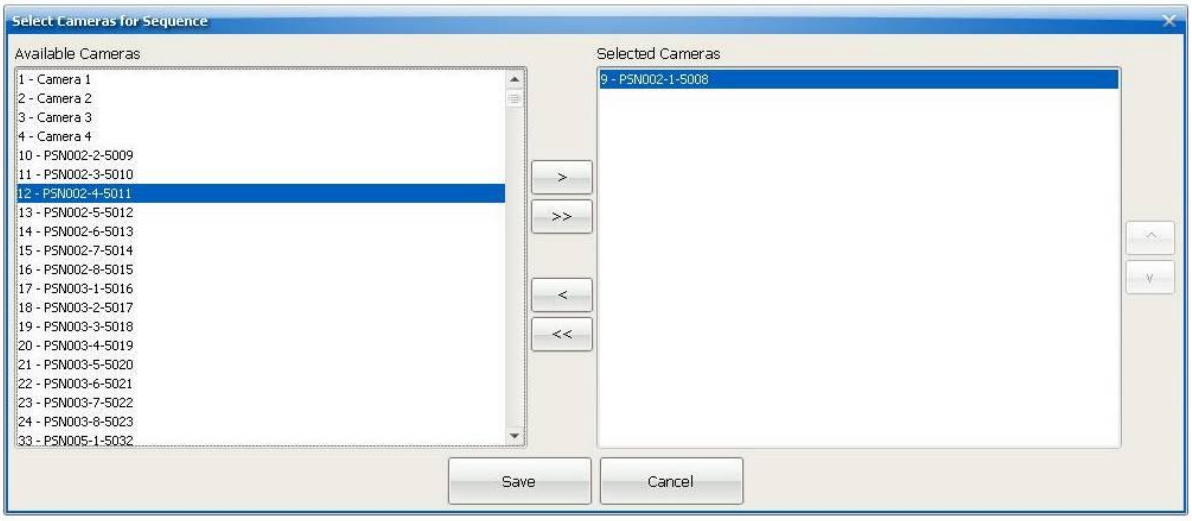
Enter a name and click **OK**. The layout is saved and it will now appear in the **Layouts** group.

### 3.2.2 Defining a Sequence

To define a sequence of cameras to be displayed in a layout, click the **New Sequence** button. You will be asked to enter a name for your sequence:




Enter a name for the sequence and click **OK**. You will be presented with the **Select Cameras** for **Sequence** dialog:




All currently available cameras are listed in the **Available Cameras** list.

Use the button to add the selected camera(s) to the sequence or the button to add all cameras.

Use the buttons to move cameras from the list of selected cameras back to the list of available ones.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You can arrange the order of the **Selected Cameras** by using the buttons.

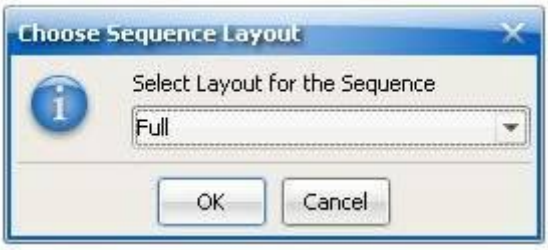
Once you have set up the desired sequence select **Save** to save the cameras for the sequence.

You have to specify the delay for switching between cameras:

The delay time can be in milliseconds, seconds, minutes or hours.

Click **Ok** when done.

You now have to choose the layout for the sequence:




Select a layout from the drop down list and click OK. The sequence is now created. A confirmation message is displayed:

Click OK to close the message. Your sequence will now appear in the **Sequences** group

### 3.2.3 Running and Stopping a Sequence

To run a sequence, click it in the Sequences list. When a sequence is running (Now Running) is displayed next to its name. To stop the sequence, click it again.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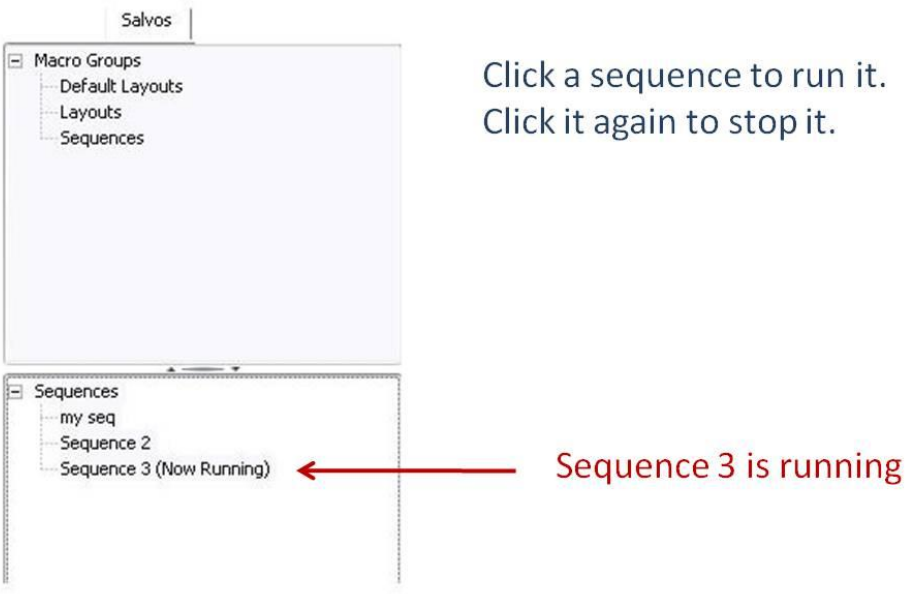


If you select a different layout while a sequence is running when the next camera in the sequence is played it will switch back to the layout saved with the sequence.


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## 3.3 Macros

A macro is a series of commands and instructions that are grouped together as a single command to accomplish a task automatically and easier.

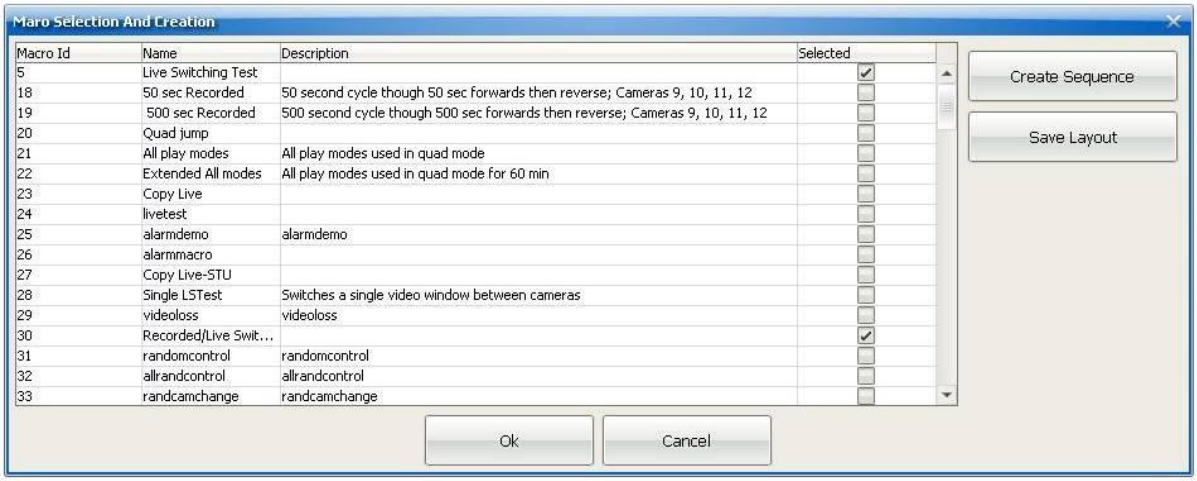
Macros are defined during the system setup

To define macros go to **Menus->setup->System Setup->Macros and Tours**.

The **Macros** tab is where you can have a list of the macros you use most frequently.

To run a macro, click it in the list. Macros that are running are displayed selected in the list. To stop a running macro, click it again. Or to stop all running macros click the **Stop All Macros** button.

To select macros you wish to have in the list on the **Macros** tab, click the **Define Macros** button. The **Macro Selection And Creation** dialog is launched.


Maro Selection And Creation
Macro Id
Name
Description
Selected
5 Live Switching Test
18 50 sec Recorded 50 second cycle though 50 sec forwards then reverse; Cameras 9, 10, 11, 12
19 500 sec Recorded 500 second cycle though 500 sec forwards then reverse; Cameras 9, 10, 11, 12
20 Quad jump
21 All play modes All play modes used in quad mode
22 Extended All modes All play modes used in quad mode for 60 min
23 Copy Live
24 livetest
25 alarmdemo alarmdemo
26 alarmmacro
27 Copy Live-STU
28 Single LSTest Switches a single video window between cameras
29 videoloss videoloss
30 Recorded/Live Swit...
31 randomcontrol randomcontrol
32 allrandcontrol allrandcontrol
33 randcamchange randcamchange
Create Sequence
Save Layout
Ok
Cancel

Check the checkbox in the **Selected** column for those macros you wish to have on the **Macros** tab.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You can create a sequence for a macro by selecting it in the list and then clicking **Create Sequence.** The procedure is the same as for salvos and is described in section 3.2.2.

Clicking **Save Layout** will save the layout in the viewer to the macro.


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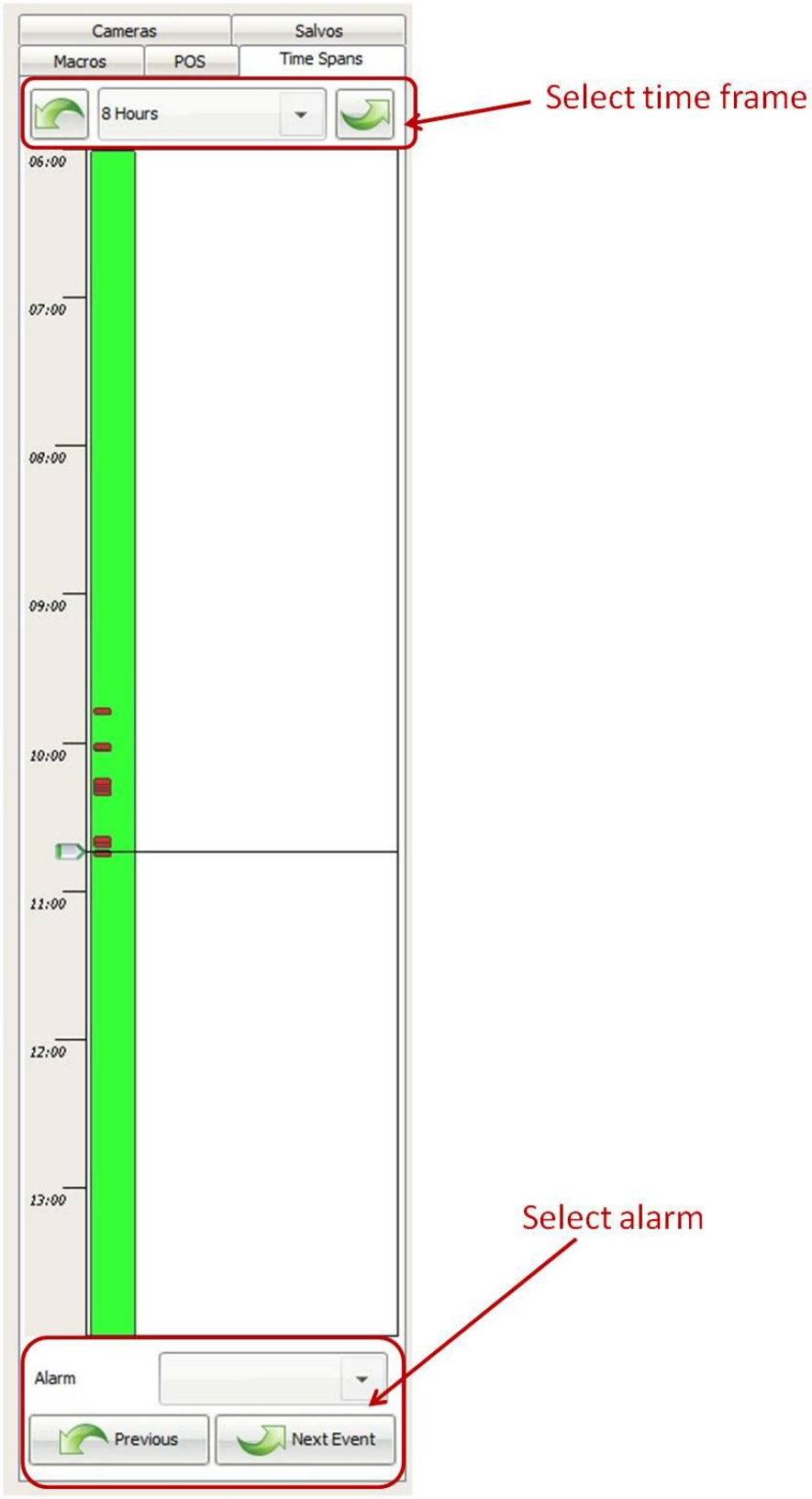
## 3.4 Time Spans

On the **Time Spans** tab you can view alarms within a specified period of time.





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Select the time frame (maximum 4 weeks) and the alarm you want to be displayed.


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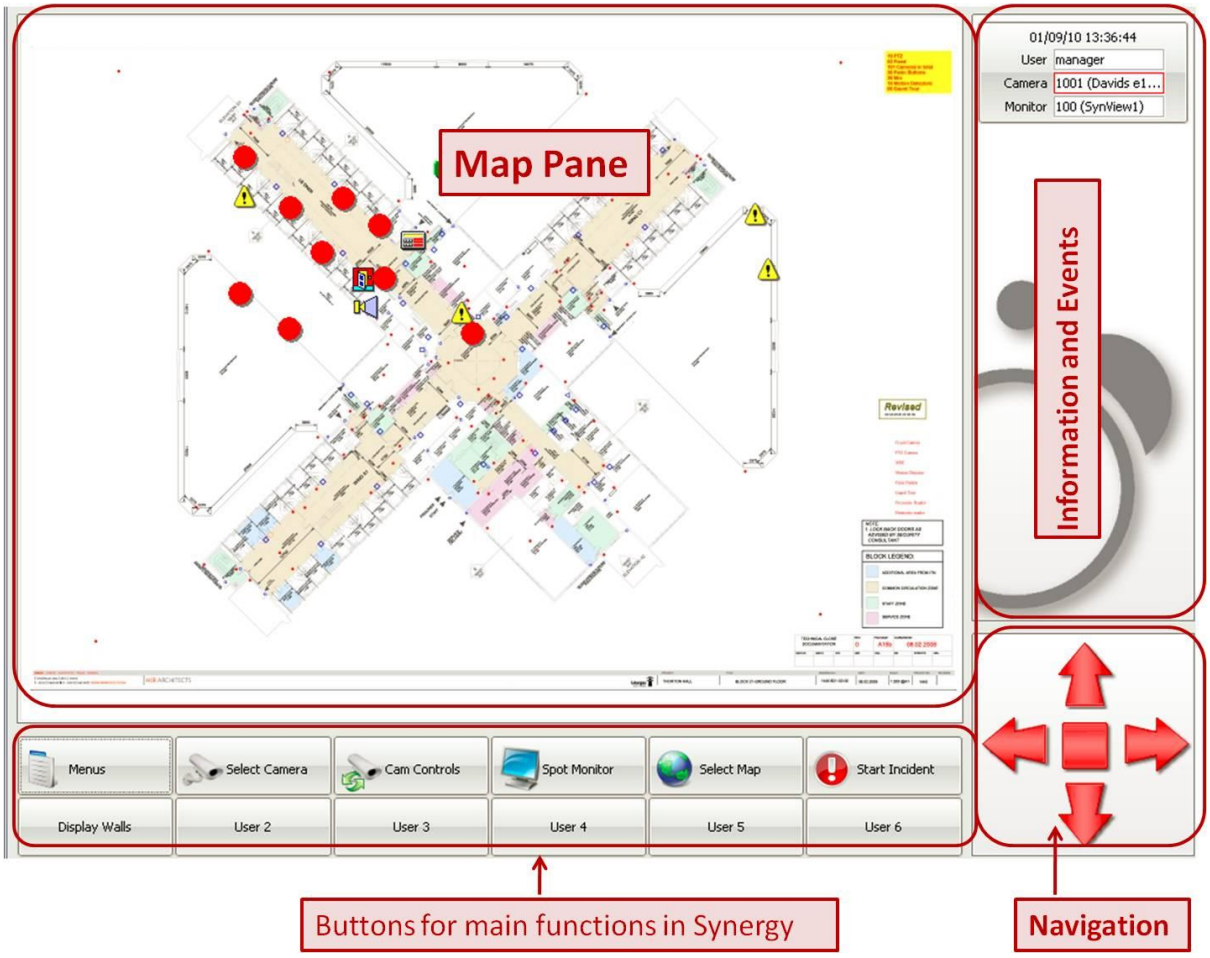
# 4 Synergy Control - Basic

**Synergy Control** allows you to select cameras, observe and respond to events, perform system level operations

The Synergy Control Screen comprises of a **Map Pane**, a **Navigation Pane, Information and Events Pane** and a number of buttons for the main functions in Synergy**.**




The **Map Pane** is used for displaying maps. The **Navigation Pane** is used to navigate the maps.

The buttons at the bottom of the bottom row of the **Control Screen** provide access to the main functions in Synergy. They are described in sections 4.3 through 4.9.

You might not have permission to access some of the functions (depending on your user permissions). The buttons for such functions will be disabled (greyed out and not functioning).

## 4.1 Maps

The **Map Pane** is used for displaying maps and selecting cameras. The mapping system on your site has been configured as a part of the System Setup.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The map system is configurable via **Menus.>Setup-System Setup->Maps**

When you first logon you will see the Top Level Map.

The Top Level Map typically is an Overview map of a large area that you are monitoring. There are a number of icons on it indicating things such as camera locations, alarms, help point etc. as well as entries to further maps.

Alternatively the Top Level map might just have some entry points to other Overview or Location maps.

You cannot scroll the Top Level map and you cannot select objects on it.

The set of icons used is customisable and you should get a list of the icons and their meanings from your supervisor.

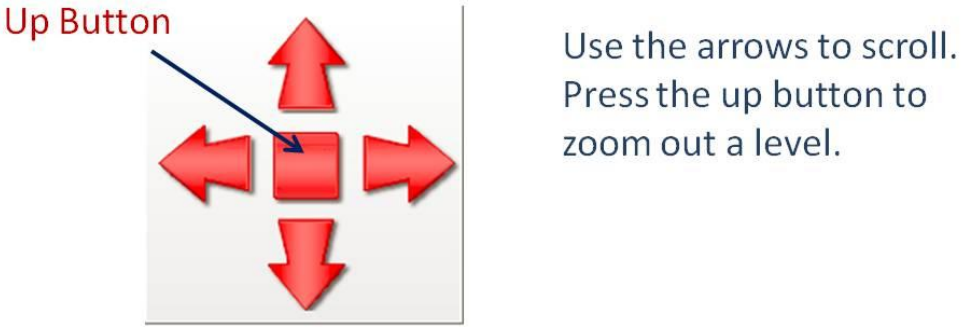
### 4.1.1 Map Types

There are three types of maps in Synergy: Overview maps, Area maps and Location maps.

An **Overview Map** is a map of a large area. There will be various icons on it for camera and alarm locations, help points, entry points to other maps etc.

You cannot select alarms and cameras on an **Overvie**w map and you cannot scroll or zoom out.

When you click on the **Overview Map** you are zoomed into an **Area Map** displaying a close up of the area where you clicked. You can then use the arrows in the **Navigation Pane** to scroll between the Area Maps. To zoom out press the Up button.




On an **Area map** you can select any of the icon- indicated objects.

**Location map** shows details a small area, e.g. a car park, a floor of a building etc.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### 4.1.2 Hyper Linking to Maps

On a map there can be hyper links to other maps. The hyper links are indicated by icons and clicking the icon opens the new map. This can be an Overview map or a Location map. If it is an Overview Map once you are on it you again can zoom into areas and hyper link to other maps.

In theory you can have any number of levels of maps in the map hierarchy. Pressing the Up button in the Navigation Pane zooms up one level.

### 4.1.3 Selecting a Camera

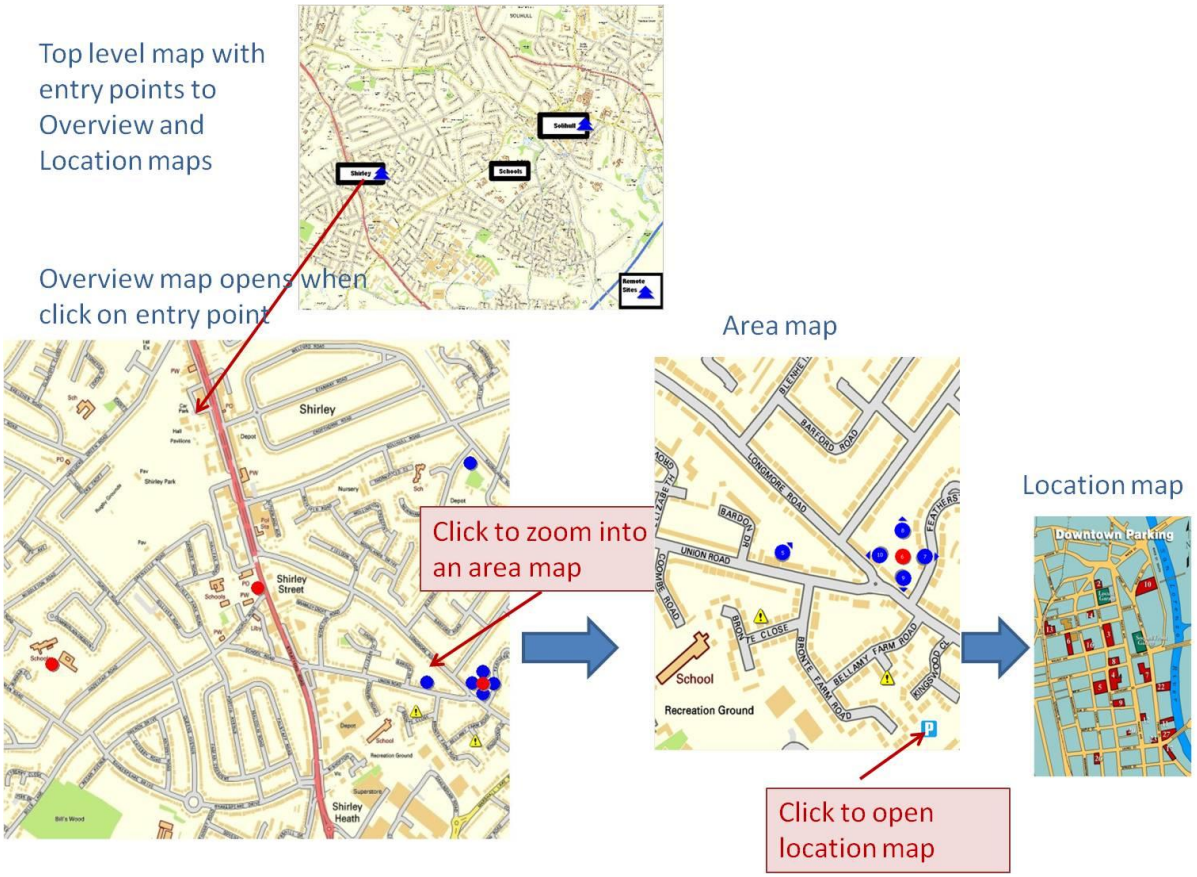
On an Area map each camera icon displays the number of the camera it is representing.

To select a camera, click on its icon.

The camera that is currently selected is indicated at the top of the **Information and Events Pane.** It is also displayed in the currently selected screen in the **Video Window.**

If presets have been set up on the Area map clicking on a preset selects and pans a camera to the preset. Presets can also be hidden and then clicking on the map selects and pans the camera to the nearest preset.

### 4.1.4 Example of a Map Hierarchy



## 4.2 Information & Events Pane

At the top of the **Information and Events Pane** is displayed the time and date, the user name of the currently logged on user, the currently selected camera and monitor.

In the **Camera** field you can type in a camera number and then hit **Enter**; the **Synergy Viewer** will start displaying footage from the camera. The map will display the zoomed in area with the camera location.

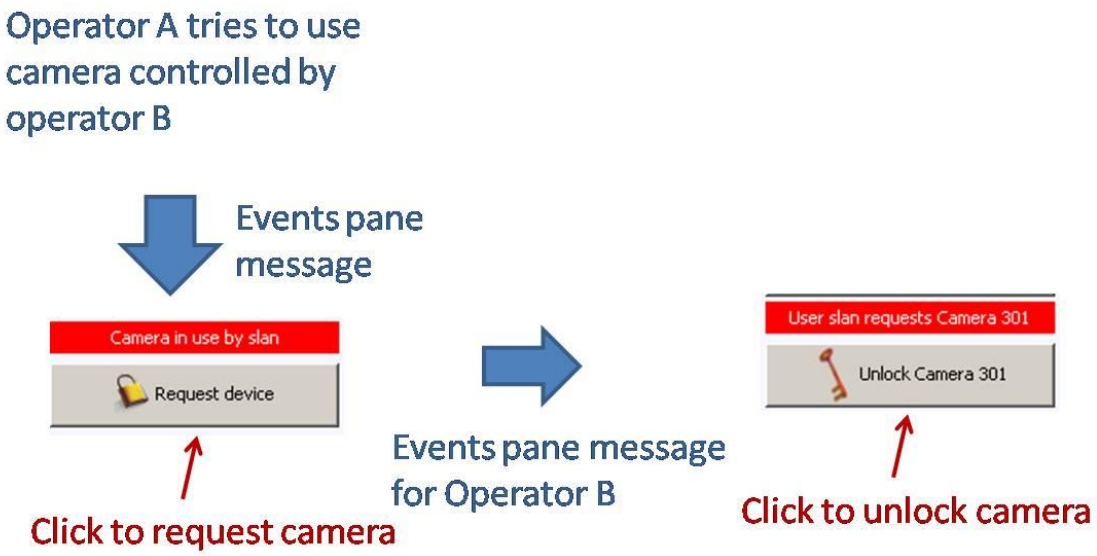
The **Information and Events Pane** is used to alert all operators of any events that have been notified to Synergy. When an event comes in the server distributes the event to all the users that have permission to view this alarm.

On receipt of an alarm, an icon and appropriate description is displayed in the pane to signify the event. To action the event, press on the event to accept. The event pane is cleared of that event. The actions programmed to take place upon accepting the event take place.

Examples events are: Tamper Alarms, Help Points, Video Loss, etc…

For example, the event that comes up is a help point call. Synergy can be configured so that when the operator accepts the event, the camera associated with that help point automatically switches to the spot monitor for that operator. The camera goes to the 'help point' pre-set and the audio channel is opened for the intercom to the help point.

An event in the pane can arise from the locking or simultaneous use of a camera. If one operator is controlling a camera, and a second operator tries to move it, an event comes up to inform them that the camera is in use. Next to this information a 'request camera' button will appear that, if pressed, sends a message to the current operator that someone else requests the camera. If the 'request button' isn't pressed within 10 seconds, it disappears from the Event pane.


Operator A tries to use camera controlled by operator B
Events pane message
Camera in use by slan
Request device
Click to request camera
Events pane message for Operator B
User slan requests Camera 301
Unlock Camera 301
Click to unlock camera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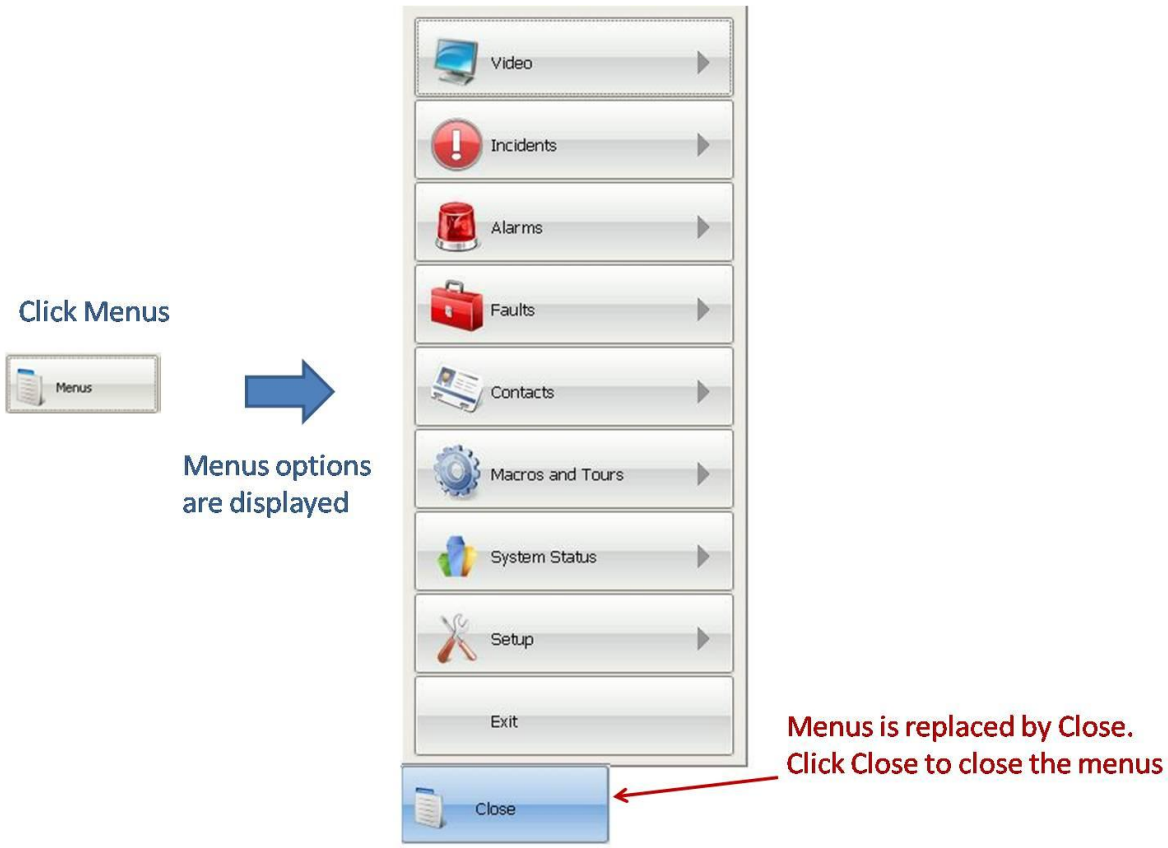
The same principles apply if a user has deliberately locked a camera for an incident. When a second user requests a locked camera, a message is sent to the original operator, who also has a button pop up in the event pane, to either unlock the camera and release it or to retain control.

## 4.3 Menus

The **Menus** button opens up a menu providing access to the more advances functions in Synergy including **System Setup**.




Each one of the options here displays further menus and submenus. Menu functions are described in detail in chapter 5. System Setup is the responsibility of the engineer setting up the Synergy System and is described in the Synergy Setup Manual.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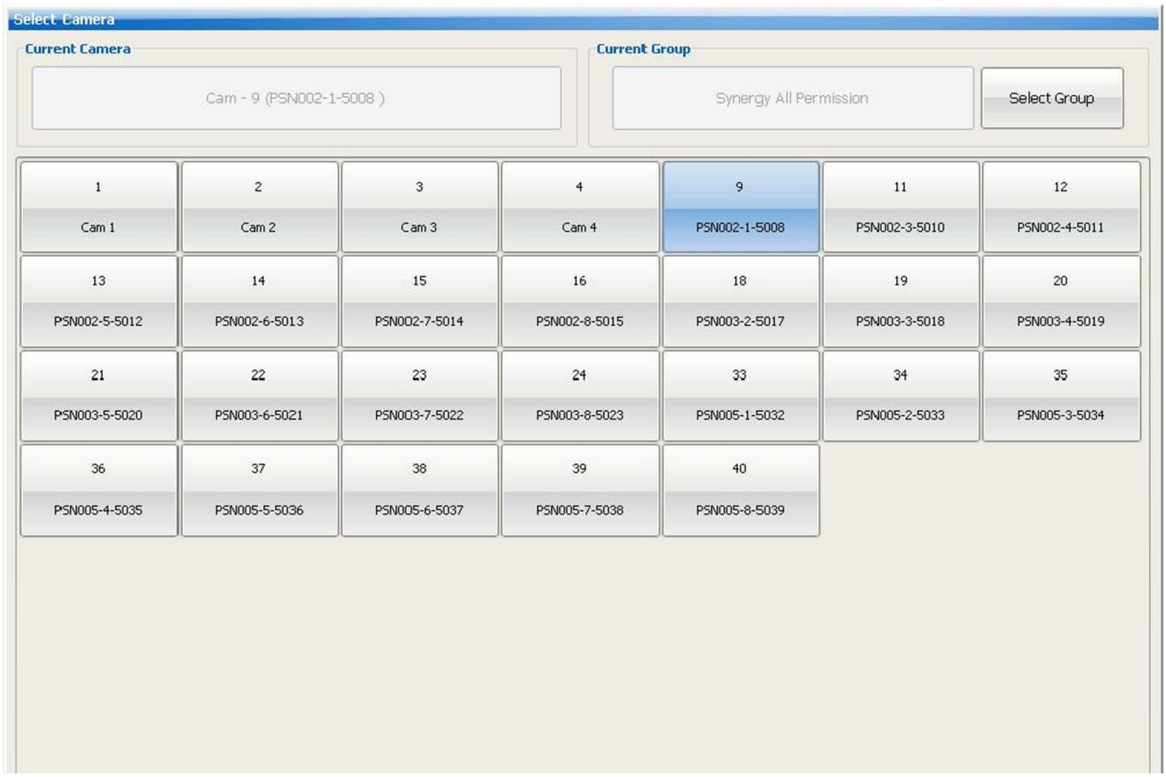
## 4.4 Select Camera

To select a camera you wish to view, click the **Select Camera** button. The **Select Camera** screen is displayed.

Click Select Camera.
Select Camera screen is displayed.




All cameras for the currently selected group are displayed in the list. The camera currently viewed is highlighted. If you wish to select another camera click the button for it.

To select a different group, click **Select Group**. The **Select Group of Cameras** dialog is displayed allowing you to pick a different group.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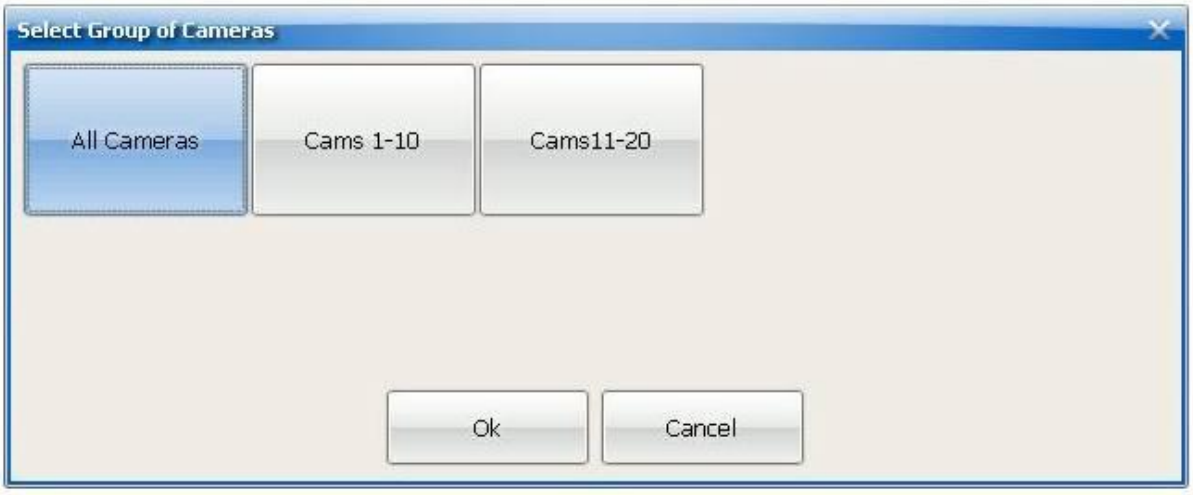
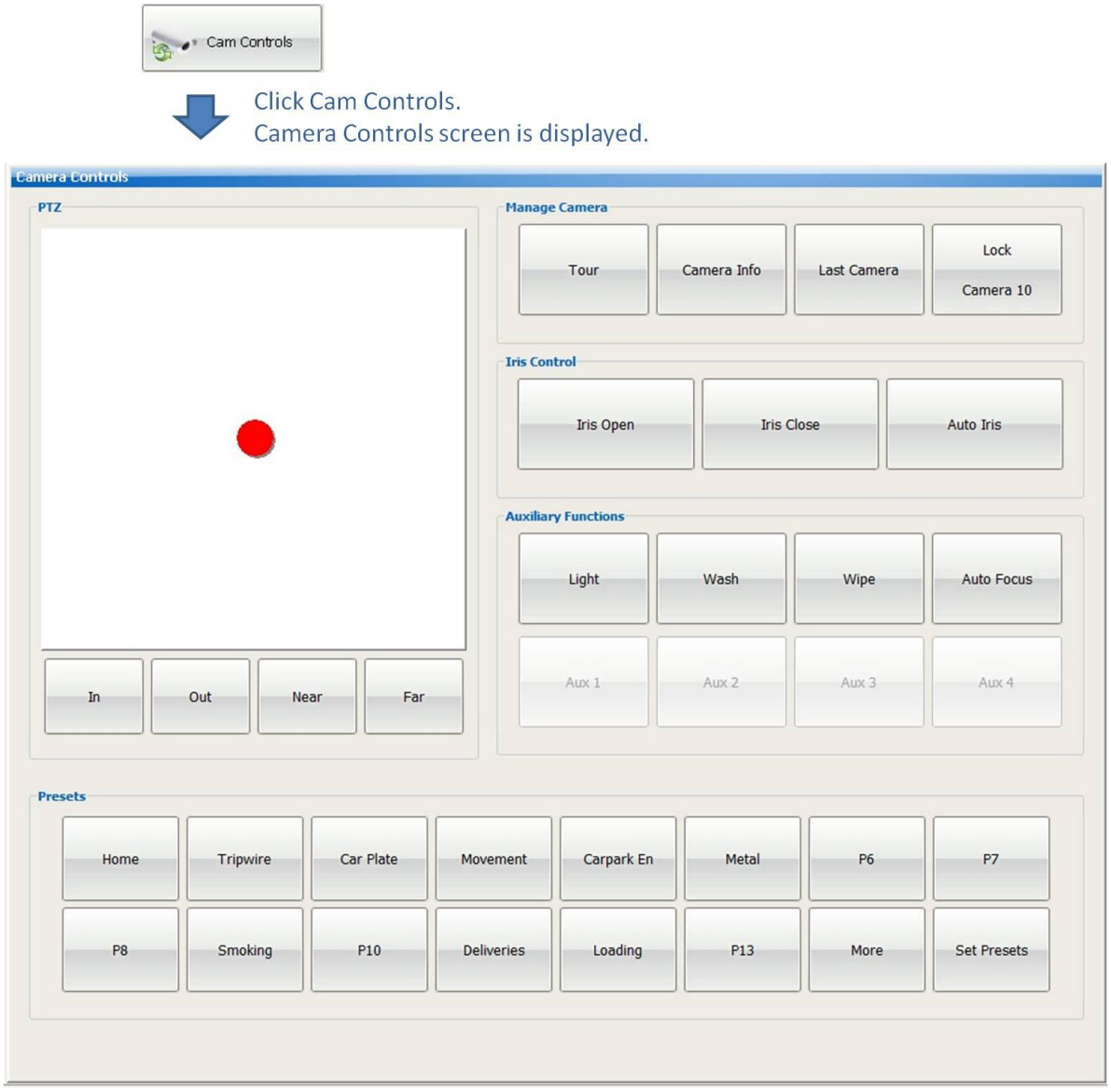



Camera groups are set up via **Menus->Setup->System Setup->Users->Setup Device Groups**.

To close the **Select Camera** screen, click the **Select Camera** button again.

## 4.5 Cam Controls

Click the **Cam Controls** button to display a screen that gives you the option to set various settings for the currently selected camera.




**Tour** toggles the currently running synergy tour on and off. The name of the tour is displayed on the button. The tour is running when the button is highlighted.

The **Last Camera** button changes the viewer to display the camera last selected.

**Lock Camera** locks and unlocks the current camera. When a camera is locked other users cannot gain control of it. If another user tries to use it you will see a message in the **Information and Events** pane asking you to unlock the camera.

The **Iris Open and Iris Close** options open or close the iris of the camera respectively. The buttons are disabled if **Auto Iris** is set. **Auto Iris** set the camera to run on auto iris (if available).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The **Light** button toggles the associated light on (button selected) or off (button not selected).

Press and hold the **Wash** button for as long as required to wash the camera. The washing will stop when the button is released.

The **Wipe** button toggles the camera's wiper on (button selected) or off (button not selected).

**Auto Focus** sets the camera to run on auto focus (if available).

The **Aux 1** to **Aux 4** buttons toggle the auxiliary relays 1 to 4 respectively (if available). You can set those depending on the camera's functionality.

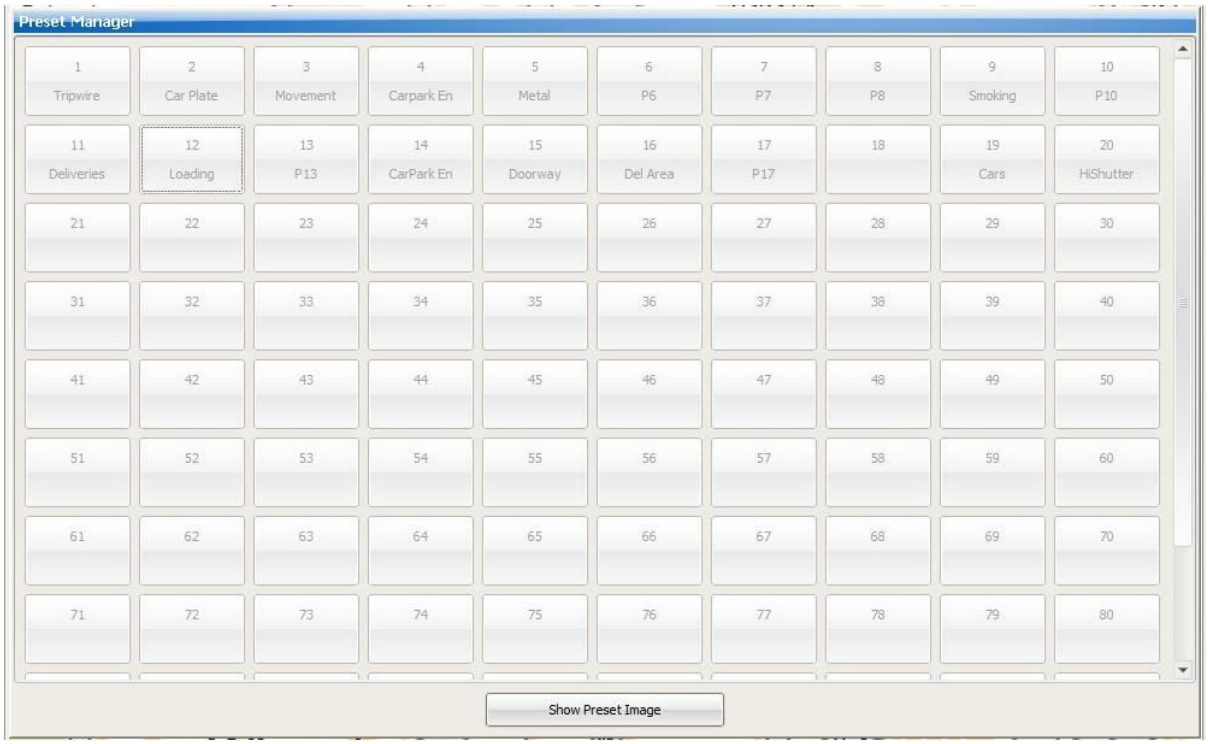
The **PTZ** is used to control the cameras pan, tilt and zoom. **In** and **Out** zoom in and out respectively and **Near** and **Far** change the focus.

### 4.5.1 Presets

The **Presets** group allows you to go to preset position and to set new preset positions for PTZ cameras.

To recall a preset click the respective button and the camera will move to the preset position

To set presets click **Set Presets**. The **Preset Manager** screen is launched:





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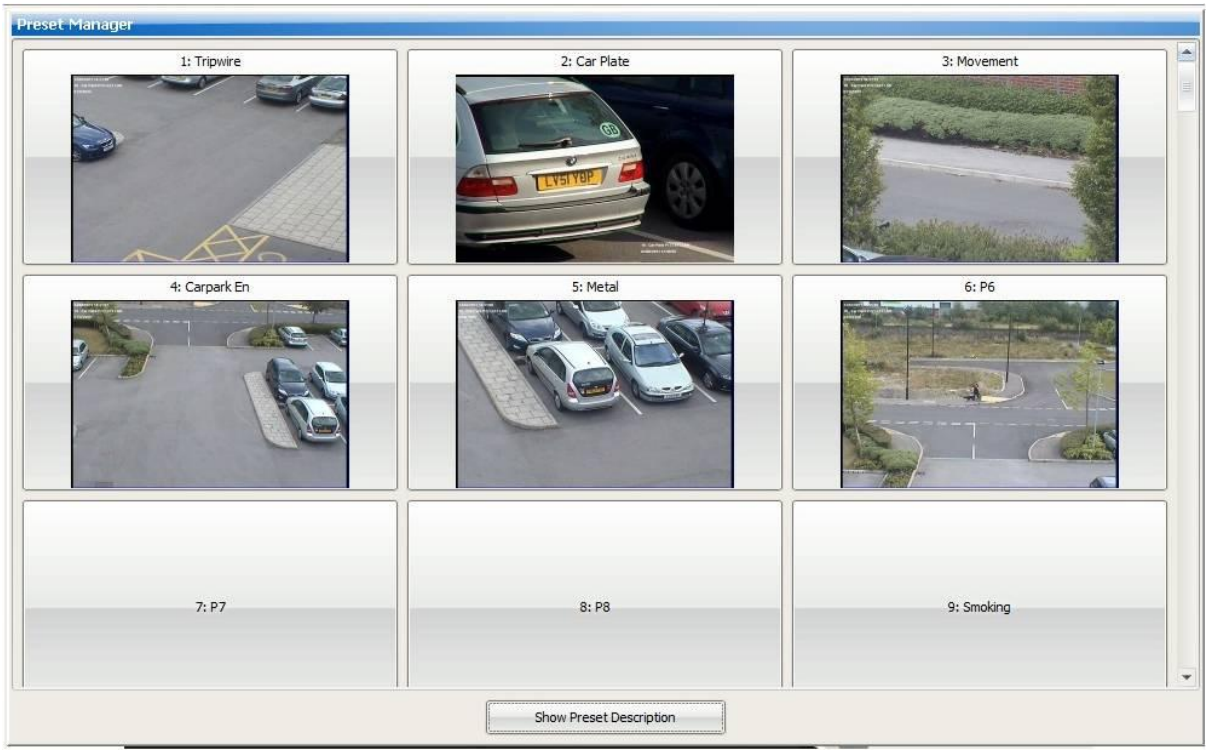
Up to 100 presets can be set. To set a preset move the camera to the position you want to set it to and then click the button to be associated with this position. The **Enter Preset Details** dialog is displayed:

The **Camera Id** is the number of the current camera and the **Preset Id** is the number of the preset you are setting.

Enter a **Preset Name** and **Description** and click **Save**. The **Enter Preset Details** dialog closes and the new preset is now available.

The **Show Preset Images** button changes the display so an image of the position for each preset is displayed. This can be very helpful if you need to recall where the preset positions are.




Click the **Show Preset Description** button to go back to a display with descriptions of the presets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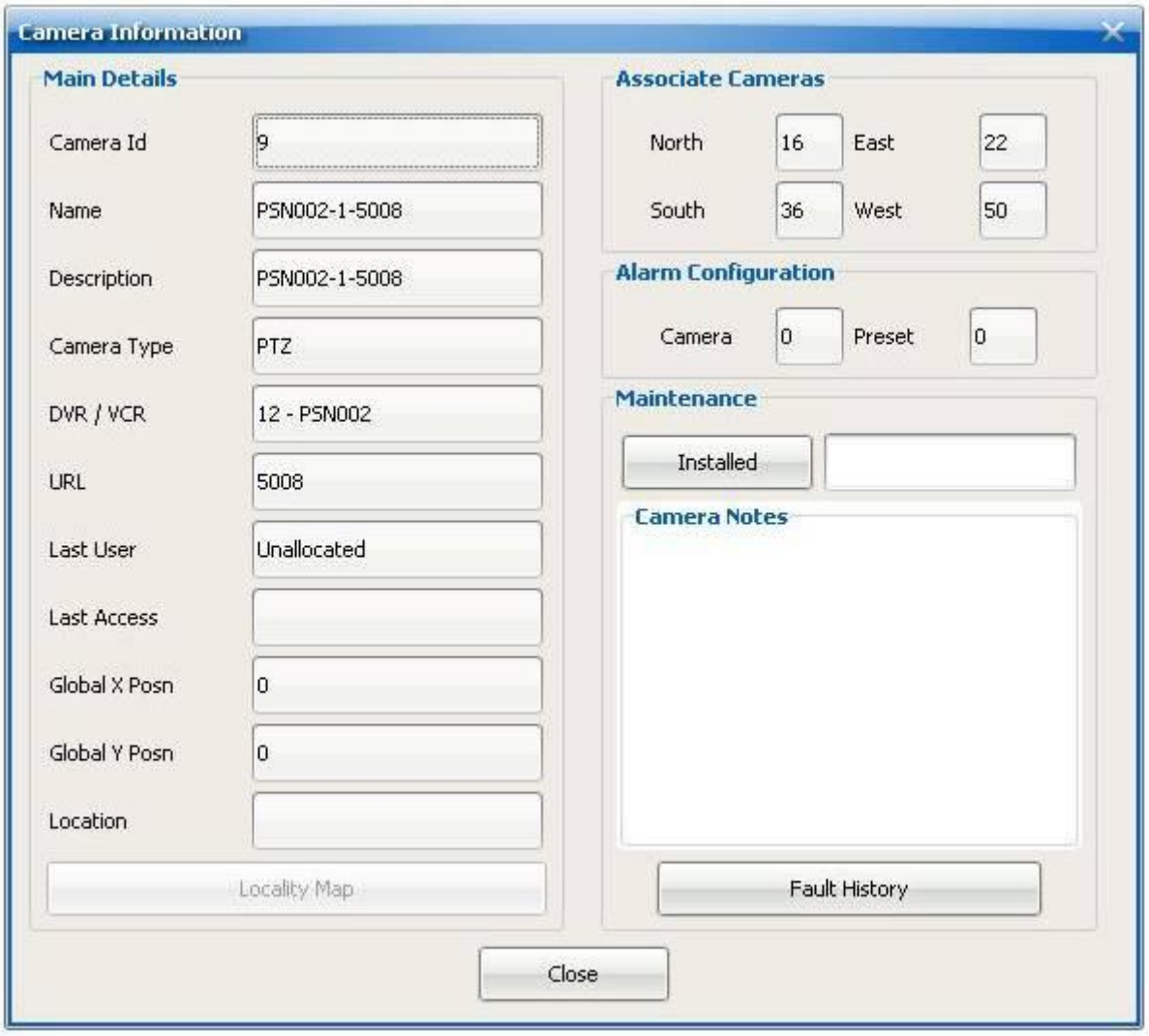
### 4.5.2 Camera Info

The **Camera Info** button launches a dialog that displays information regarding the camera




You can type notes and info as appropriate in the **Camera Notes** box.

The **Fault History** button launches the **Review Faults** dialog listing faults for the camera; The **Review Faults** dialog is described in detail in section 5.5.5.

## 4.6 Spot Monitor

Clicking the **Spot Monitor** button displays a screen listing all spot monitors available for the workstation.

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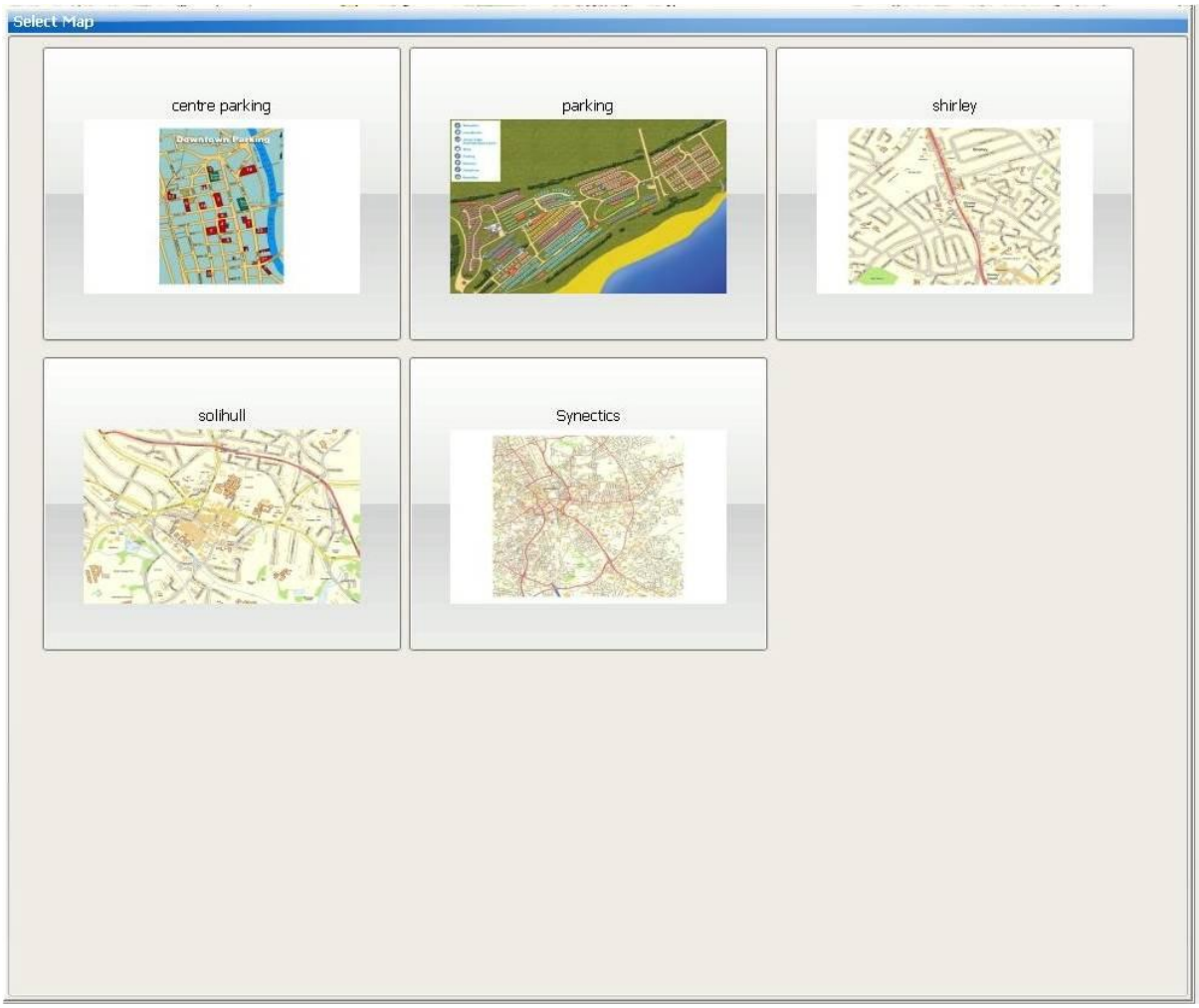
**Quad Mode** and **Quad Controls** are no longer used.

## 4.7 Select Map

Click **Select Map** to display a list of thumbnails of all available maps.




Click on the map you want to have displayed in the **Map Pane**.

## 4.8 Start Incident

The **Start Incident** button allows you to enter live incident mode and is described in detail in section 6.10

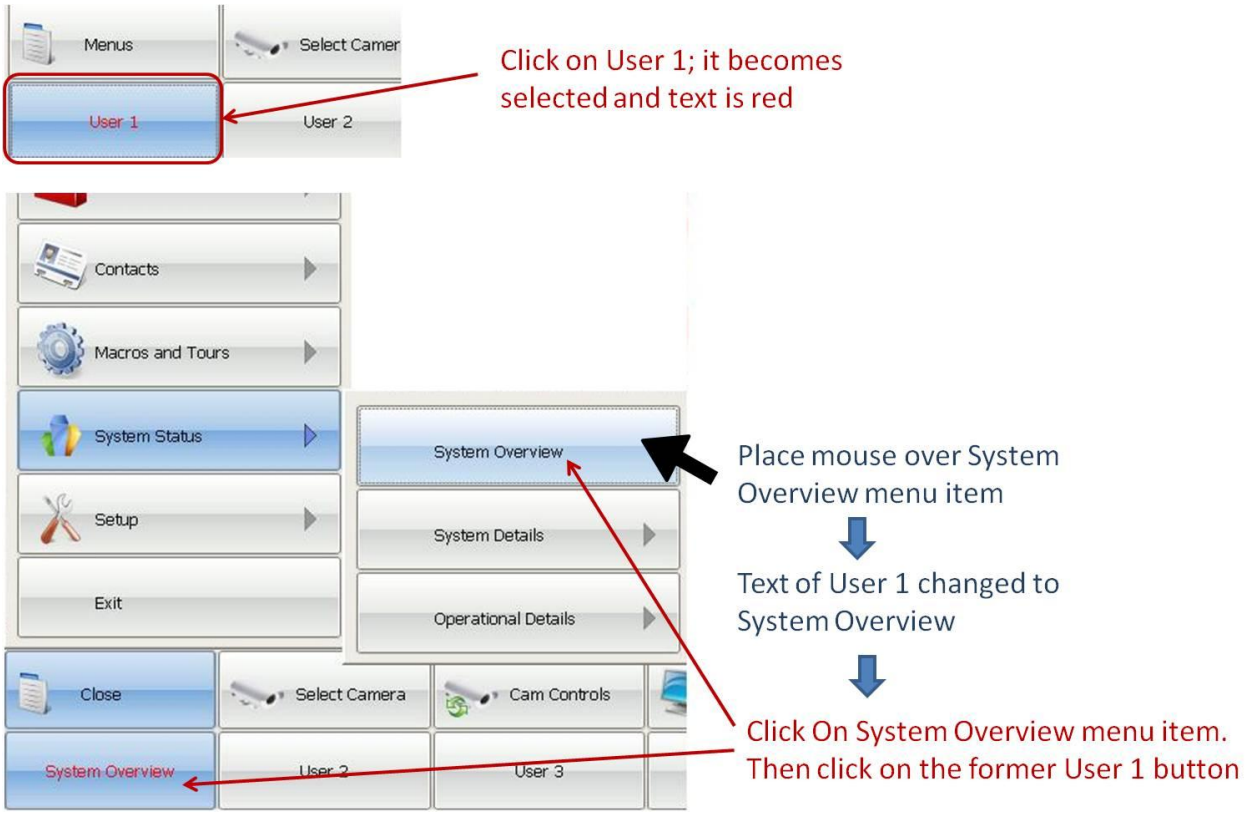
## 4.9 User 1 – User 6

The buttons labelled **User 1** through **User 6** can be assigned as shortcuts to frequently used or important function, thus allowing each operator to customize their environment. .

To assign a User X button as a shortcut click on it so it becomes selected and the text becomes red. Then browse to the menu function you want the button to be a short cut for. When your cursor is over

a menu item the text on the User X button changes to match that of the menu item. Click on the menu item, then click on the User X button. It is now assigned as a shortcut to the menu function..

The picture below depicts assigning the menu function **Menus->System Status->System Overview** to button **User 1:**




### 4.9.1 Resetting User Buttons

Once assigned a user button cannot be re-assigned. You can reset all of the assigned buttons via **Menus->Setup->Local Setup->Reset User Buttons**.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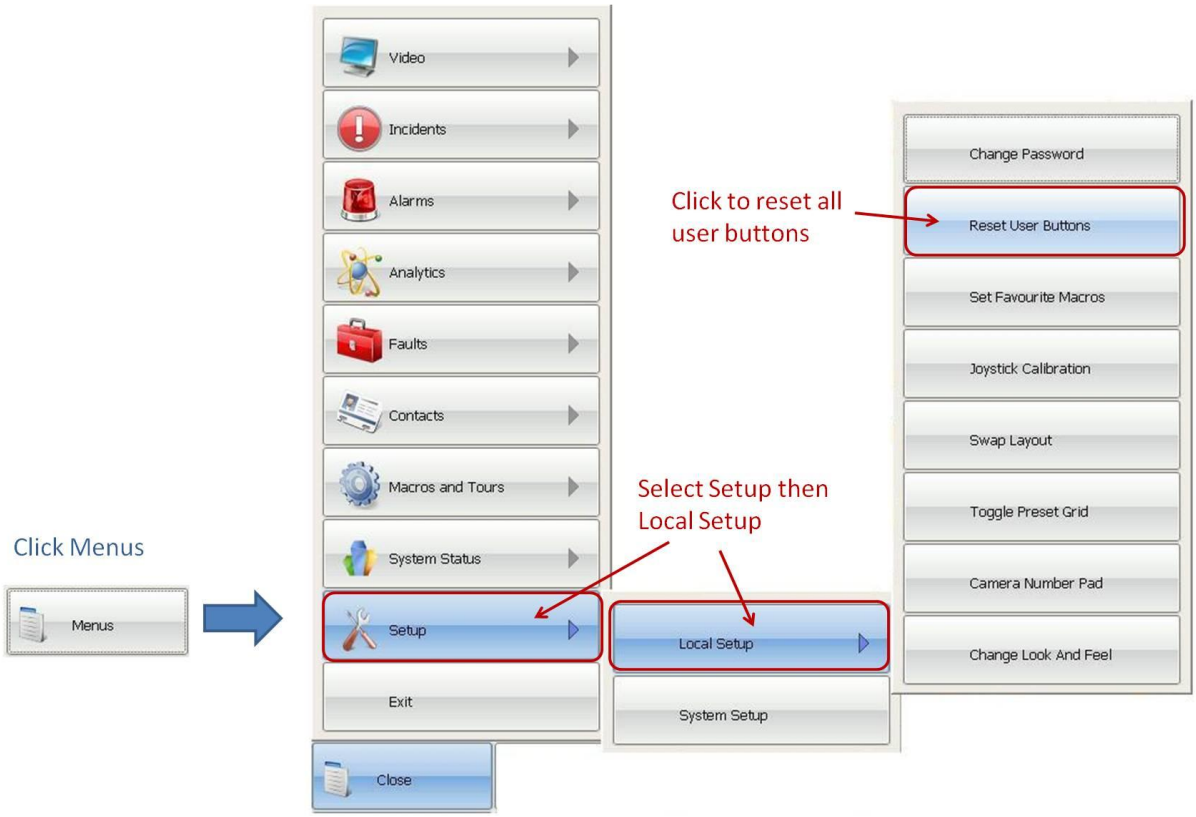



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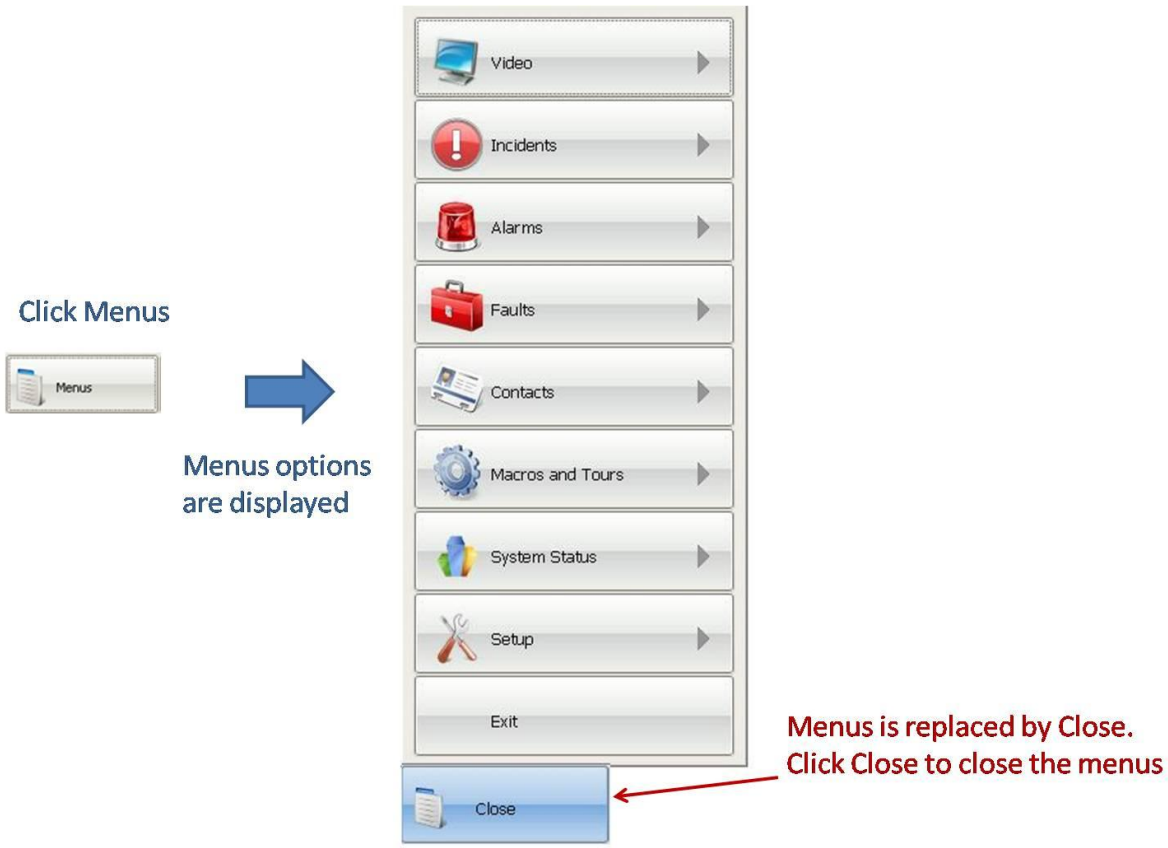
# 5 Synergy Menus

The **Menus** button provides access to all the advanced functions in Synergy. A main menu is displayed where each item has a number of submenu options. The submenu options for the item over which the mouse is, are displayed. Some of the submenus can have further submenus.




Whenever in a menu function the **Menus** button changes to a **Close** button. Click **Close** to return to the **Synergy Control** screen.

## 5.1 Exit

Select **Exit** to exit **Synergy Control** (and **Synergy Viewer**) and return to the **Logon** screen. You will be asked to confirm that you wish to log out.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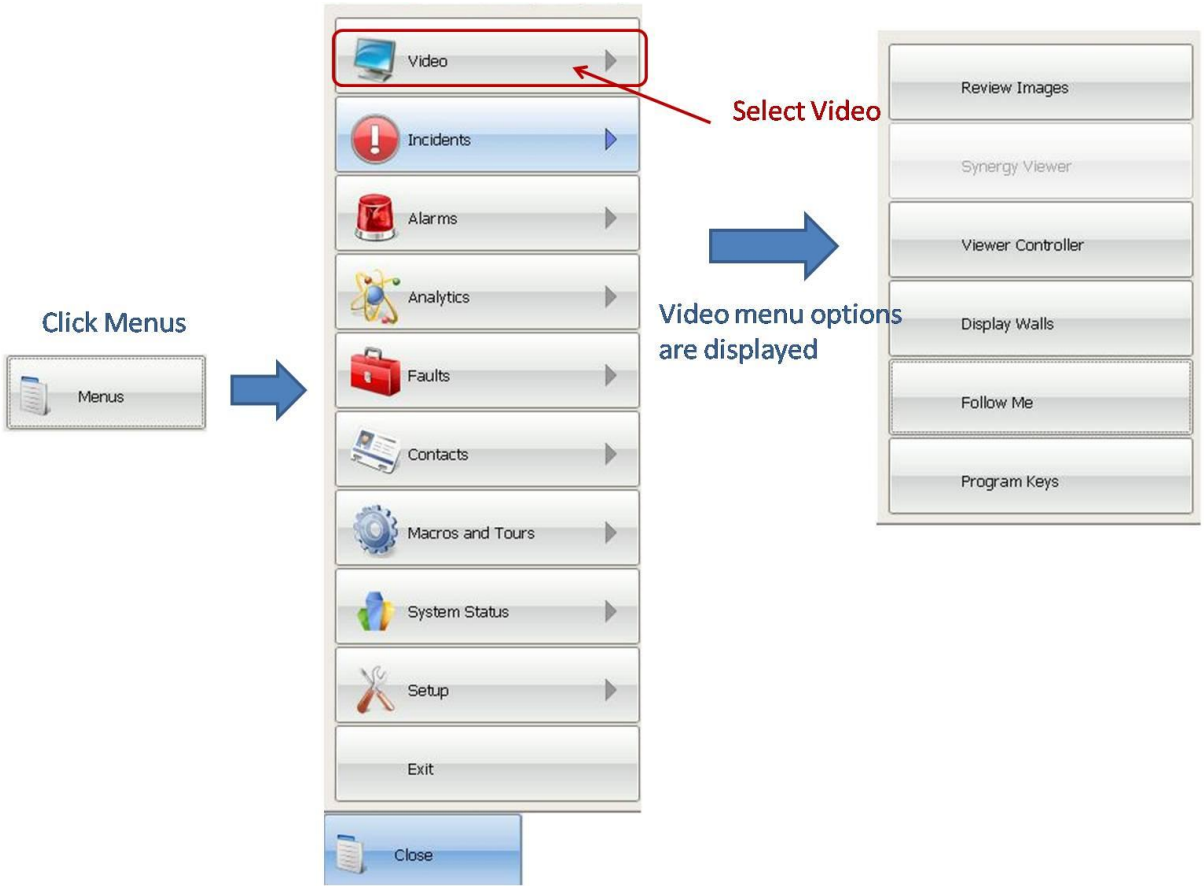
## 5.2 Video

The **Video** menu options are pictured below:





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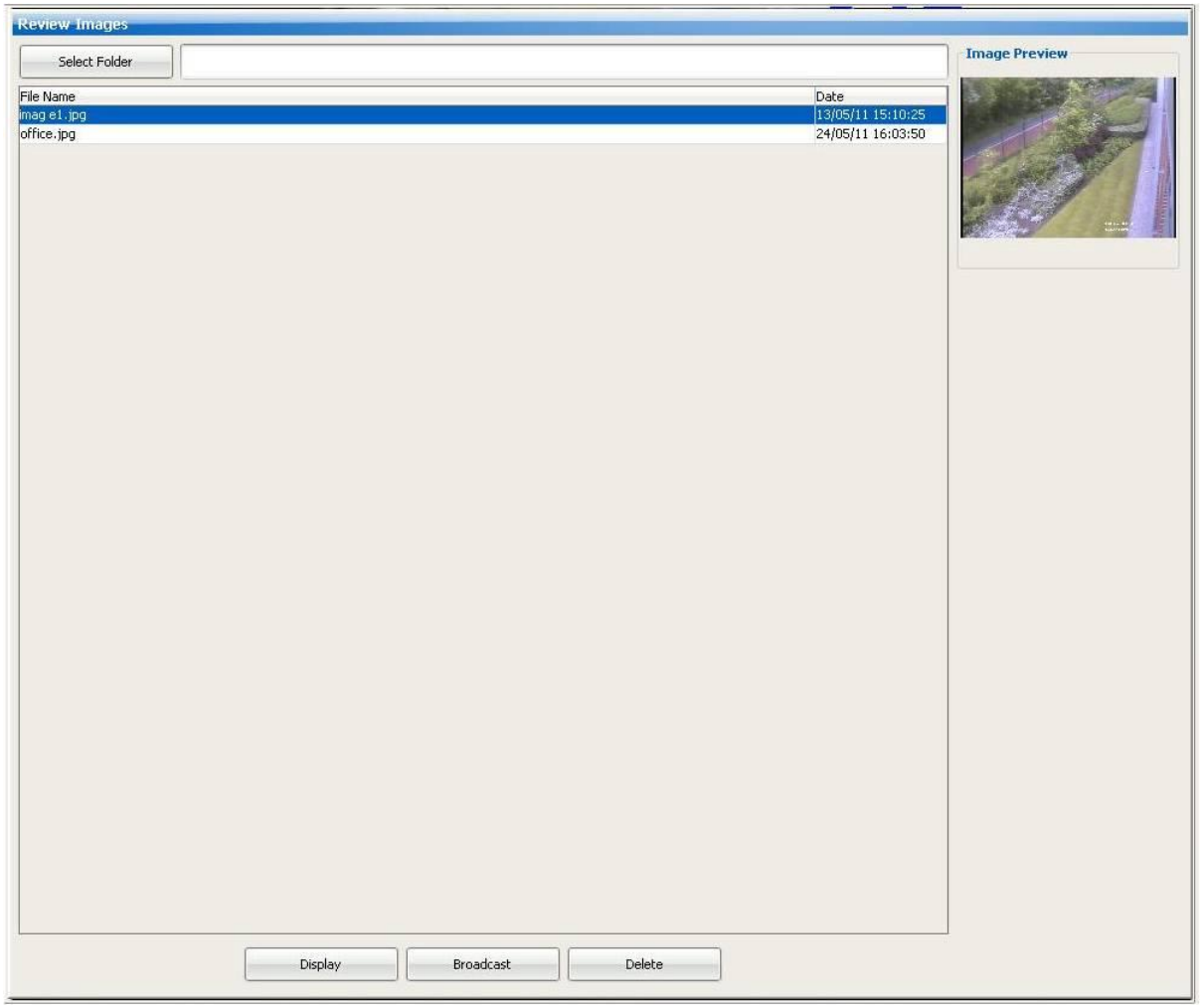
### 5.2.1 Review Images

**Review Images** allows you to access and review images saved on your system:




Images in the default folder for saving images are displayed in the list. You can browse to a different folder via the Select Folder button.

A preview of the currently selected image is displayed.

Clicking the **Display** button opens the image in Internet Explorer.

You can send the image to different user(s) on other workstation(s) by clicking the **Broadcast** button. The **Broadcast Image** dialog is displayed: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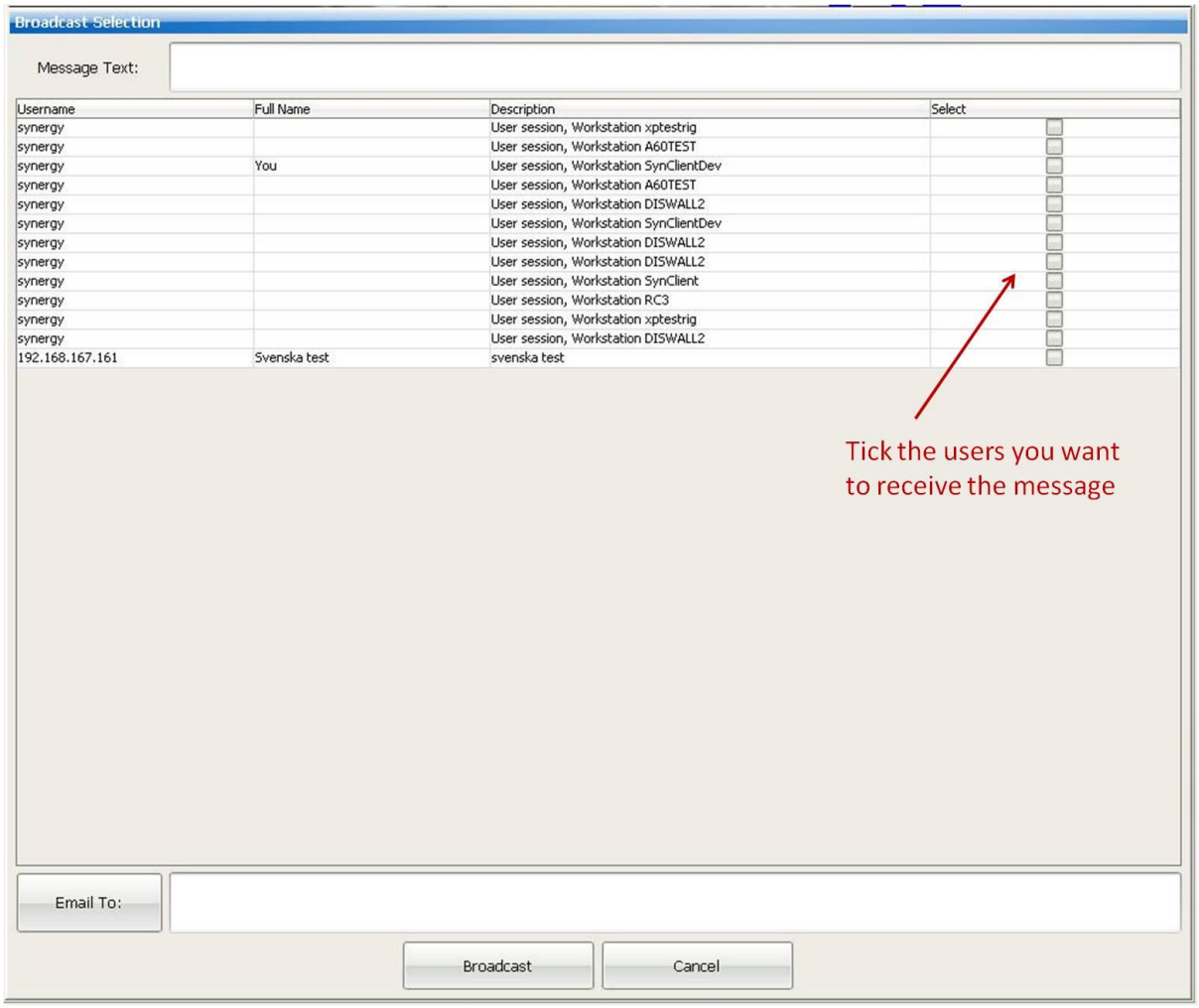


Tick the check boxes in the **Select** column for the users you want to receive the message.

You can enter a message in the **Message Text** field.

Provided e-mailing is setup on the server you can also type e-mail addresses you would like the message sent to**.**

When done click **Broadcast. Each** of the recipients will receive a message in the **Events and Information** pane:

Click on the message display the message details and reply if desired:


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Message Details
From : synergy
Time : Mon Jul 11 13:10:50 BST 2011
Image Name : C:\SynergyII\video\view outside.jpg
Reply
Ok

### 5.2.2 Viewer Controller

The **Viewer Controller** menu option launched the **Control Synergy Viewer** dialog pictured below.

You can select one of the three layouts in the **Select Layout** group. The selected layout will be displayed in the **Current Viewer Layout** area. You then easily select a camera for each of the windows in the layout by clicking on the window and then clicking on a camera in the **Select Camera** area.

If you want to playback video select a time using the options in the **Select Time** group. The options there work the same as described in section 2.2.2.

After you have selected start time for playback use the **Playback Controls** to play the video.

If **Control All** is selected (appears highlighted) cameras in all windows are controlled simultaneously. If it is not selected the camera in the window currently selected in **the Current Viewer Layout** area is controlled. To return to playing live, click the **Show Live** button.


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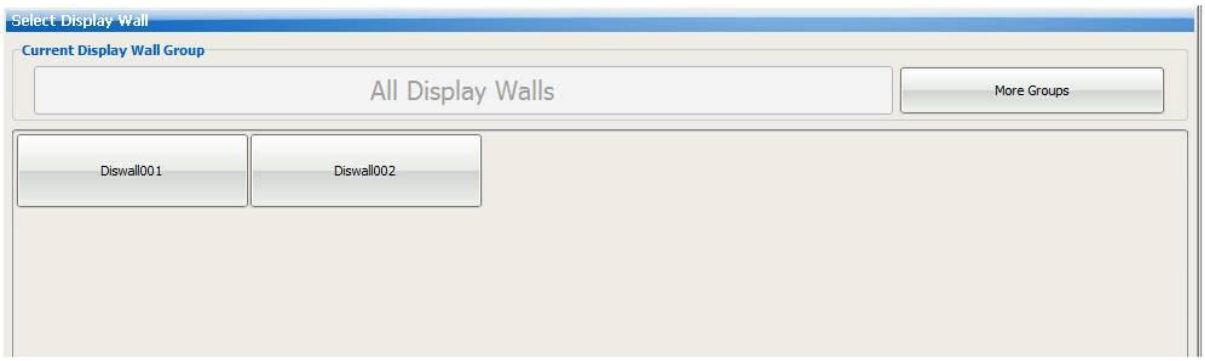
### 5.2.3 Display Walls

The **Display Walls** menu option launches the **Select Display Wall** dialog, which has thumbnails of all available display walls:




The **More Groups** button allows you to select the group for which you want display walls shown.

Display walls are setup via **Menus->Setup->System Setup->Monitors->Monitor Wall Setup**.

To select a display wall click the respective thumbnail. The **Select IP Monitor Output** dialog is displayed allowing you to setup and control the display wall.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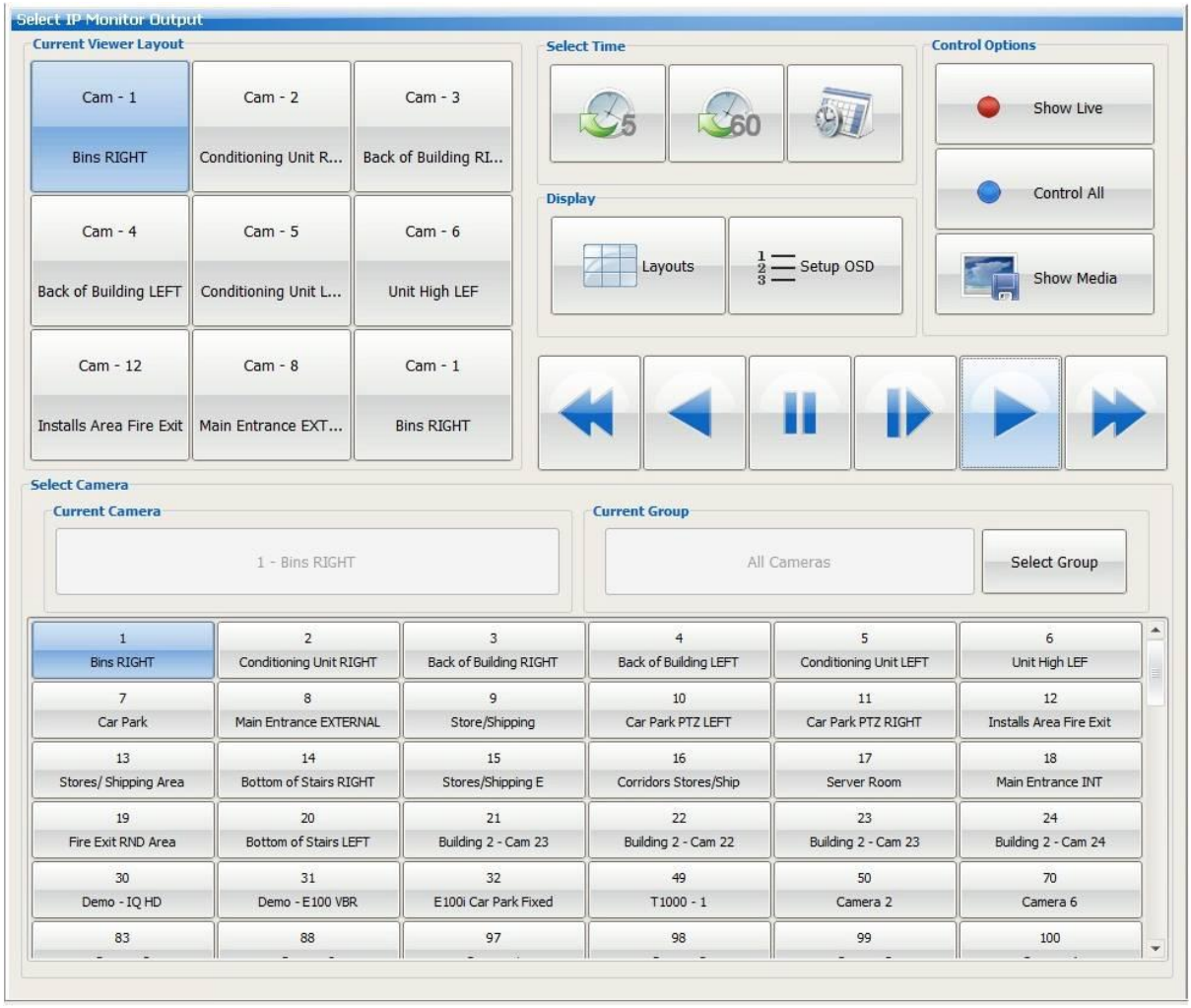


You can change the display wall layout by pressing the **Layouts** button and then picking a new layout from the **Select Layout** dialog.

To assign or change cameras to the windows in the display wall select a window and then select a camera from the **Select Camera** group.

On eash of the windows of the Display Wall you can have the date and time and camera name displayed. The **Setup OSD** button allows you to setup the color, size and font for the on screen display:

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You can also turn off the on screen display by clicking the **Disable All Osd** button.

#### 5.2.3.1 Example of a Display Wall:

10/01/2011 15:11:34
20 - Fire Exit Bottom of Stairs LEFT LIVE
10/01/2011 15:11:35
18 - Main Entrance INTERNAL LIVE
10/01/2011 15:11:35
19 - Fire Exit R & D Area LIVE
10/01/2011 15:11:35
8 - Main Entrance EXTERNAL LIVE
10/01/2011 15:11:35
9 - Store/Shipping Entrance EXTERNAL LIVE
10/01/2011 15:11:34
3 - Back of Building RIGHT LIVE
10/01/2011 15:11:34
4 - Back of Building LEFT LIVE

### 5.2.4 Follow Me

If follow me monitors have been setup on the system the **Follow Me** menu options displays the Select **Follow Me Monitor** dialog and allows you to select one or more follow me monitors.

When you activate follow me a message is displayed in the **Information and Events** pane:

When **Follow Me** is active all camera switches and actions that you perform are replicated on the selected follow me monitor(s).


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**Follow Me** monitors are setup via **Menus->Setup->System Setup->System Properties->Setup System Properties**.

## 5.3 Incidents

The **Incidents** menu options are described in chapter 6.

## 5.4 Alarms

The **Alarms** menu options are described in chapter 8.


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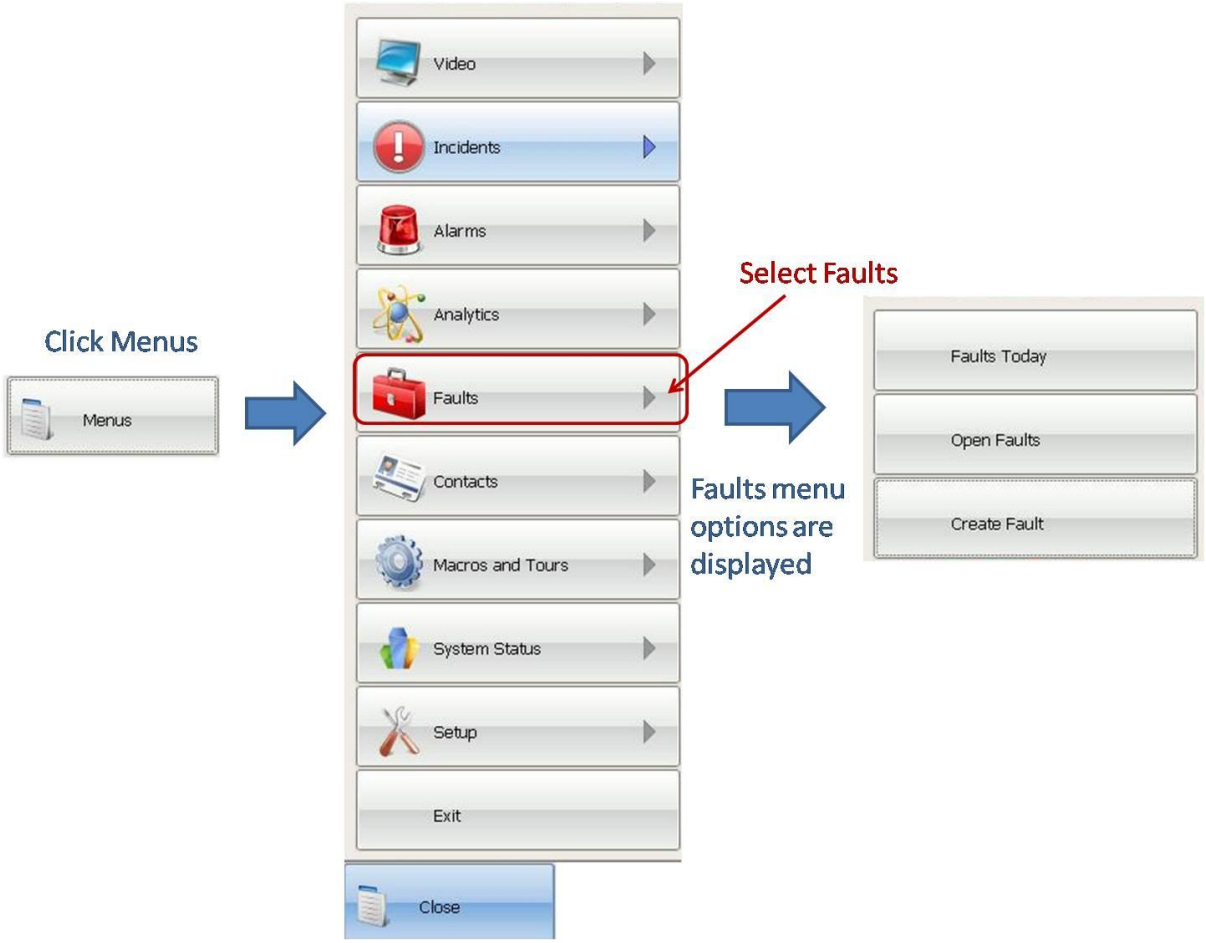
## 5.5 Faults

Synergy provides the ability to log faults. The faults logging and reporting will be configured during system setup as appropriate for your site.

Faults are setup via **Menus->Setup->System Setup->Faults**.

The **Faults** menu option allows you to create, view and manage faults:




### 5.5.1 Faults Today

**Faults Today** brings up the **Select Fault** dialog displaying all faults created on the current day. The **Select Fault** dialog is described in section 5.5.5.

### 5.5.2 Open Faults

**Open Faults** brings up the **Select Fault** dialog displaying all open faults. The **Select Fault** dialog is described in section 5.5.5.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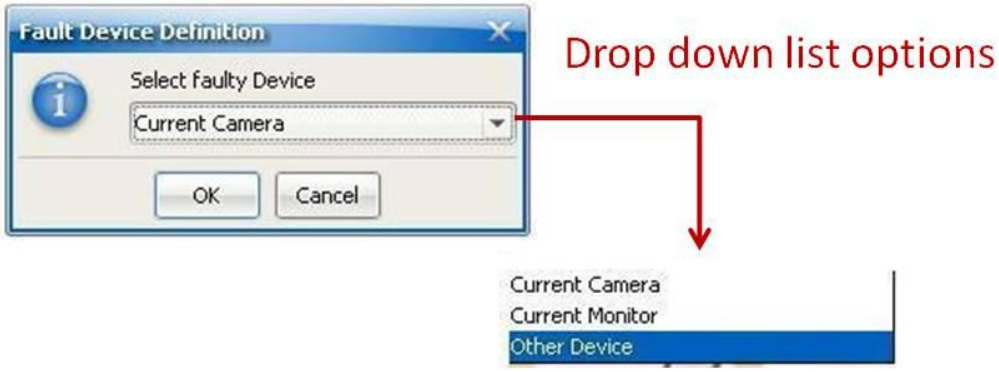
### 5.5.3 Create Fault

**Create Fault** allows you to create a new fault. Clicking the menu option displays the **Fault Device Definition** allowing you to select the faulty device:




Select a device and click **OK**. The **Enter Fault Details** dialog is displayed allowing you to entre details for the fault. It is described in detail in section 5.5.4.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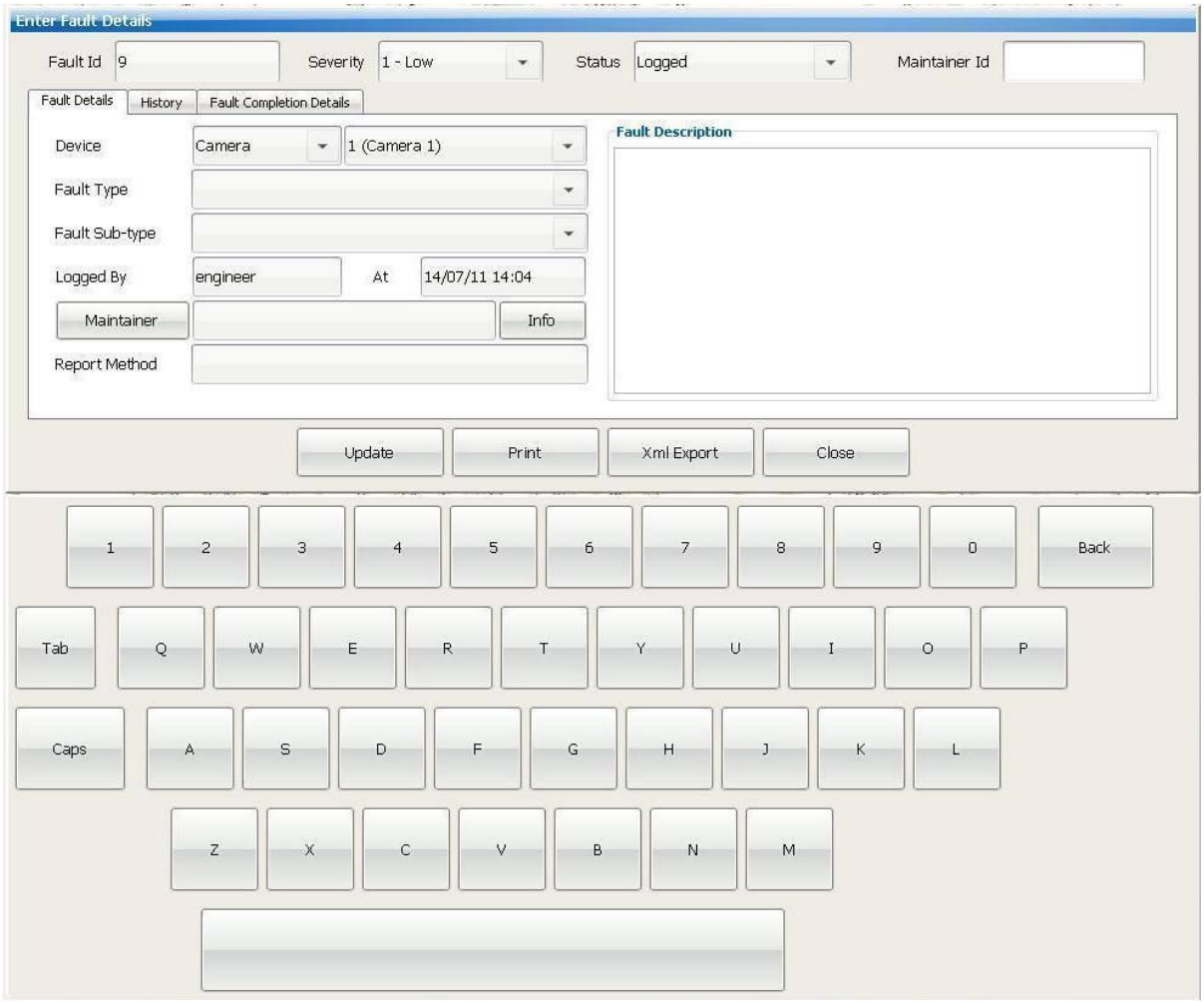
### 5.5.4 Enter Fault Details Dialog

The **Enter Fault Details** dialog is launched from the **Create Fault** menu option. A few fields such as **Fault Id** and **Logged By** are automatically prefilled and cannot be changed, but most of the fields are empty.

The **Enter Fault Details** dialog is also launched from the **Display** button on the **Select Fault** dialog and then it displays the previously entered details for the fault.




The **Fault Id** is automatically populated by Synergy.

The options for **Severity** are:

When creating a new fault, the severity is set to Low by default. You can change it as appropriate.

The **Status** options are: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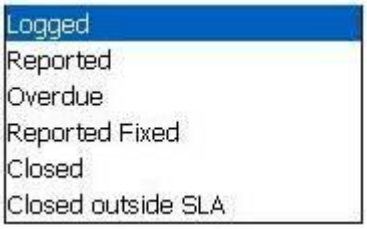


When creating a new fault the status can only be Logged and this is the only option in the drop down list  As handling the fault progresses change the **Status** respectively.

If required fill in the **Maintainer Id**.

#### 5.5.4.1 Fault Details tab

On the **Fault Details** tab you have to enter the main fault details.

The **Device** options are:

When creating a new fault you would have chosen the device before **Enter Fault Details** dialog opens (see 5.5.3), but you can change it if needed.

Once you select a device the devices of this type become available in the drop down list to the right.

The options for **Fault Type** and **Fault Sub-type** are as configured during system setup.

The **Logged** by field is automatically populated with the user id of the currently logged on user.

In the **Fault Description** field you must enter a description of the fault.

The **Maintainer** field might already be populated. You can (re)set it by clicking the Maintainer button and selecting a contact from the dialog that is launched.

Click **Update** to save your changes.

Depending on how your system has been setup you might be then asked to select a report method.

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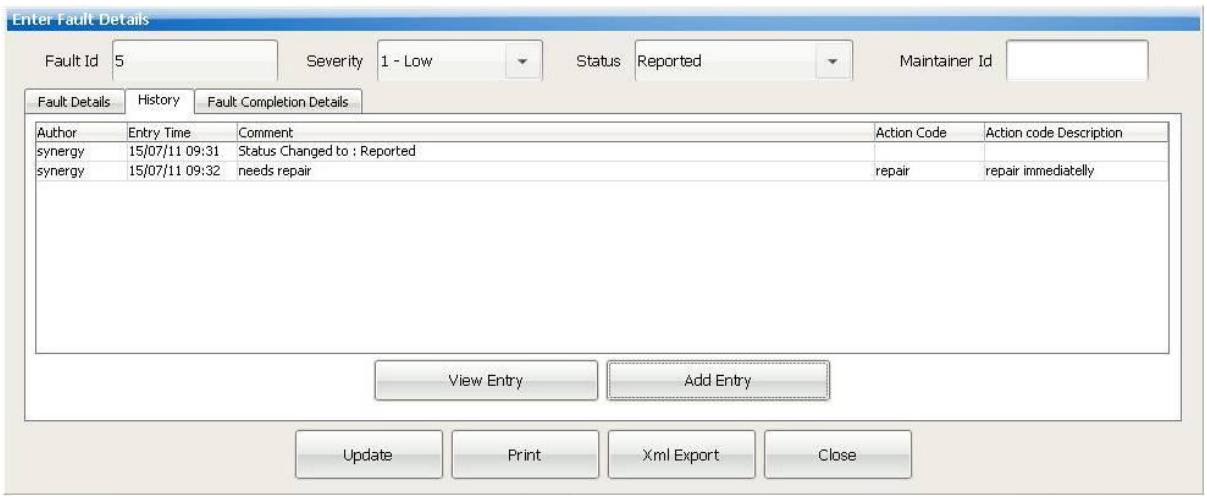
The drop down list is populated with all available forms of contact for the selected maintainer.

The report method you select will be reflected in the **Report Method** field on the **Fault Details** tab.

#### 5.5.4.2 History tab

On the **History** tab you will see a record of all actions that have been taken regarding the fault.




You can add new actions by clicking the **Add Entry** button. The **Select Action Code** dialog is launched:

The options in the drop down list are as setup during **System Setup**. Select the action as required. You will then have to add a description for the action:

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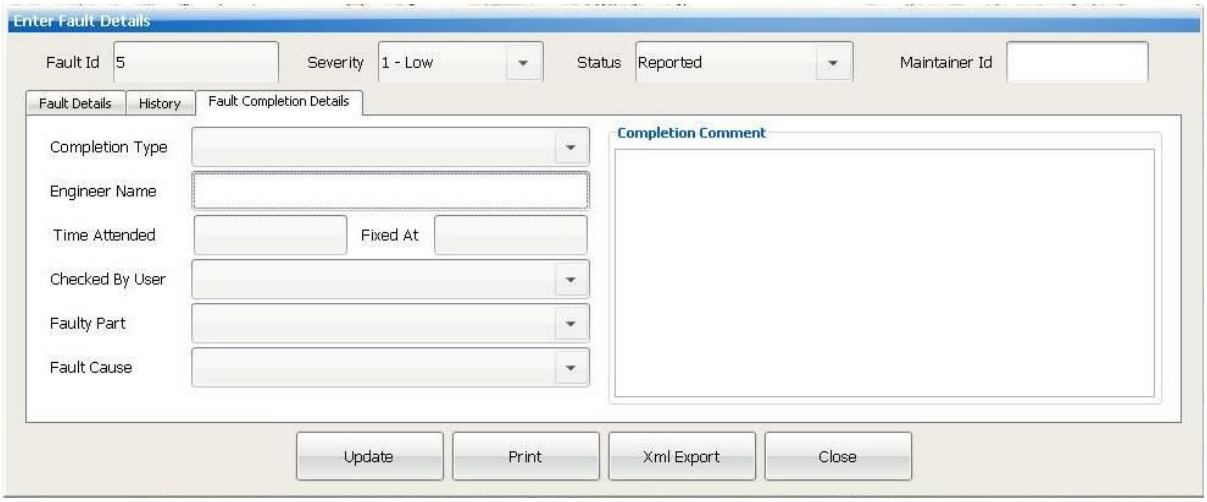
The text entered here will appear in the **Action code Description** column on the **History** tab

Action Codes are setup via **Menus->Setup->System Setup->Faults->Setup Fault Action Codes**.

#### 5.5.4.3 Fault Completion Details

The **Fault Completion Detail**s tab is where you enter details on how the fault has been completed.




The **Completion Type** options are as setup during **System Setup**

You need to fill in the **Engineer Name**, select the **Time Attended** and **Fixed At** and type in a **Completion Comment** describing the details of how the fault was sorted out.

Click **Update** to save the changes made.

You cannot close a fault without specifying **Completion Type, Checked By User and Completion Comment.**

Completion Type options are setup via **Menus->Setup->System Setup->Faults->Configure Fault Types**.

#### 5.5.4.4 Print

You can print out the **Fault Details** by clicking the **Print** button. Synergy will create **Record of Fault for Internal Test Site** report in html form and display it in Internet Explorer. You can then print or email the report using the options in Internet Explorer. An example of the report is shown below: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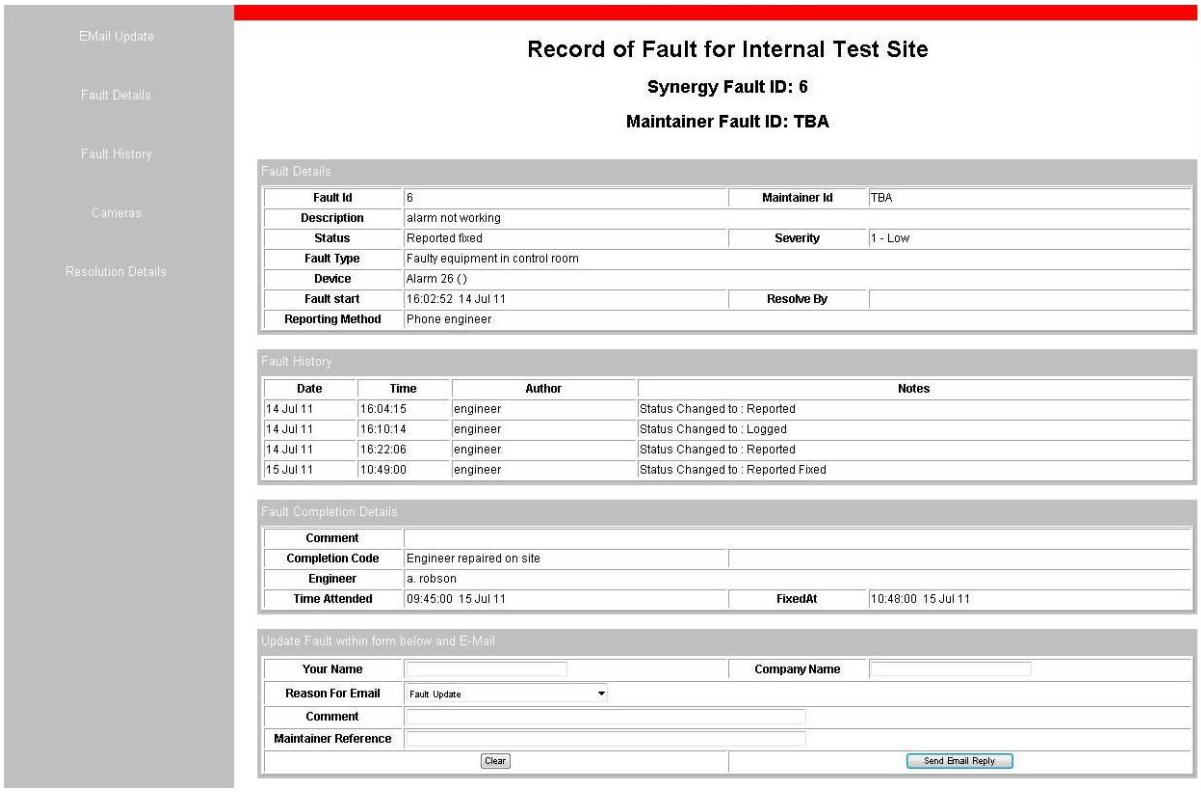
EMail Update
Fault Details
Fault History
Cameras
Resolution Details
Record of Fault for Internal Test Site
Synergy Fault ID: 6
Maintainer Fault ID: TBA
Fault Details
Fault Id 6 Maintainer Id TBA
Description alarm not working
Status Reported fixed Severity 1 - Low
Fault Type Faulty equipment in control room
Device Alarm 26 ( )
Fault start 16:02:52 14 Jul 11 Resolve By
Reporting Method Phone engineer
Fault History
Date Time Author Notes
14 Jul 11 16:04:15 engineer Status Changed to : Reported
14 Jul 11 16:10:14 engineer Status Changed to : Logged
14 Jul 11 16:22:06 engineer Status Changed to : Reported
15 Jul 11 10:49:00 engineer Status Changed to : Reported Fixed
Fault Completion Details
Comment
Completion Code Engineer repaired on site
Engineer a. robson
Time Attended 09:45:00 15 Jul 11 FixedAt 10:48:00 15 Jul 11
Update Fault within form below and E-Mail
Your Name Company Name
Reason For Email Fault Update
Comment
Maintainer Reference
Clear
Send Email Reply

All the information from the **Enter Fault Details** dialog is reproduced on the form.

To print it, use the **File->Print** option in Internet Explorer.

If the response type selected for a fault is to e-mail it to the Maintainer, the Maintainer will receive the above form in an e-mail. They can then use the **Update Fault within form below and E-Mail** area on the form to respond.

The response by e-mail will only work if it was specifically setup on your site. Check with your System Administrator.

#### 5.5.4.5 Xml Report

This option will send an Xml Report to a server.

**Xml Report** will only work if specifically set up on your site. Check with your System Administrator.

### 5.5.5 Select Fault Dialog

The **Select Fault** dialog is launched from the **Faults Today** and **Open Faults** menu options. When launched from the . **Faults Today** menu option by default all faults from the current day are displayed. When launched from the **Open Faults** menu option all open faults are displayed.


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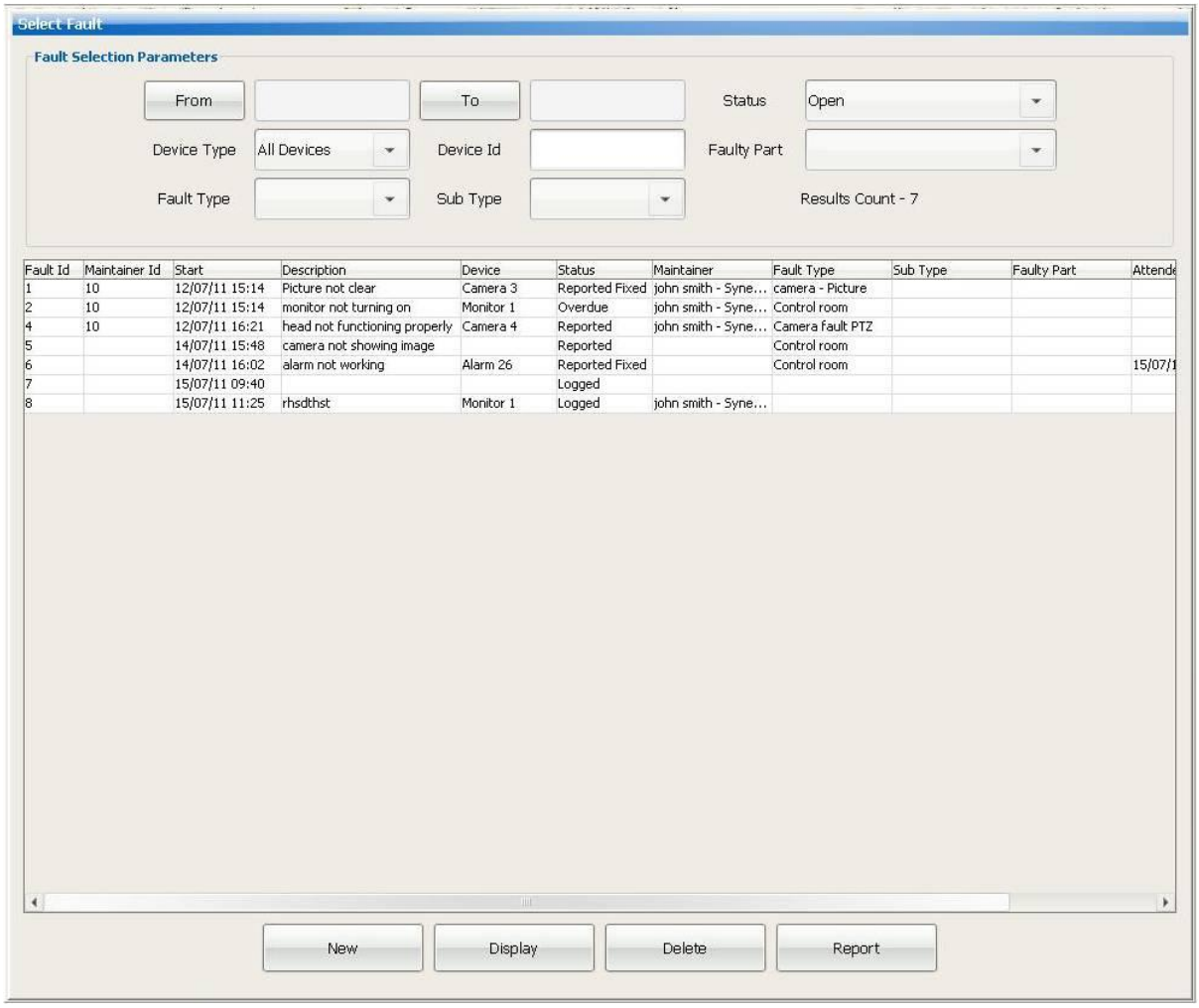
Select Fault
Fault Selection Parameters
From
To
Status
Open
Device Type
All Devices
Device Id
Faulty Part
Fault Type
Sub Type
Results Count - 7
Fault Id | Maintainer Id | Start | Description | Device | Status | Maintainer | Fault Type | Sub Type | Faulty Part | Attende
1 | 10 | 12/07/11 15:14 | Picture not clear | Camera 3 | Reported Fixed | john smith - Syne... | camera - Picture
2 | 10 | 12/07/11 15:14 | monitor not turning on | Monitor 1 | Overdue | john smith - Syne... | Control room
4 | 10 | 12/07/11 16:21 | head not functioning properly | Camera 4 | Reported | john smith - Syne... | Camera fault PTZ
5 | | 14/07/11 15:48 | camera not showing image | | Reported | | Control room
6 | | 14/07/11 16:02 | alarm not working | Alarm 26 | Reported Fixed | | Control room | | | 15/07/1
7 | | 15/07/11 09:40 | | | Logged
8 | | 15/07/11 11:25 | rhsdthst | Monitor 1 | Logged | john smith - Syne...
New
Display
Delete
Report

The information for each fault is from what was entered in the **Enter Fault Details** dialog.

You can filter the displayed faults by using the options in the **Fault Selection Parameters** group.

Use the **From** and **To** buttons to narrow the period for which you are viewing faults.

You can also filter faults on **Status**, **Device Type**, **Fault Type**, **Sub Type** and **Faulty Part** by selecting options from the respective drop down lists. If you want to only see faults for a device with a specific id type it on the **Device Id** field.

The **New** button functions in exactly the same way as the **Create Fault** menu option; see 5.5.3.

The **Display** button opens the **Enter Fault Details** dialog for the fault selected in the list allowing you to view and modify the information.

Selecting **Delete** will delete the currently selected fault.

The **Report** option produces **Summary of Faults** HTML report that you can print or send to third parties.


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## Summary of Faults

Summary of Alarms by DVR

| Id | MaintainerId | Start | Description | Device | Status | Maintainer | Fault Type | Sub-Type | Faulty Part | Attended | FixedAt |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | 10 | 12/07/11 15:14 | Picture not clear | Camera 3 | Reported Fixed | john smith - Synectics | camera - Picture | | | | 14/07/11 13:25:20 |
| 2 | 10 | 12/07/11 15:14 | monitor not turning on | Monitor 1 | Overdue | john smith - Synectics | Control room | | | | |
| 4 | 10 | 12/07/11 16:21 | head not functioning properly | Camera 4 | Reported | john smith - Synectics | Camera fault PTZ | | | | |
| 5 | | 14/07/11 15:48 | camera not showing image | | Reported | | Control room | | | | |
| 6 | | 14/07/11 16:02 | alarm not working | Alarm 26 | Reported Fixed | | Control room | | | 15/07/11 09:45:00 | 15/07/11 10:48:00 |
| 7 | | 15/07/11 09:40 | | | Logged | | | | | | |
| 8 | | 15/07/11 11:25 | rhsdthst | Monitor 1 | Logged | john smith - Synectics | | | | | |
| 9 | | 02/08/11 13:44 | | | Logged | | | | | | |


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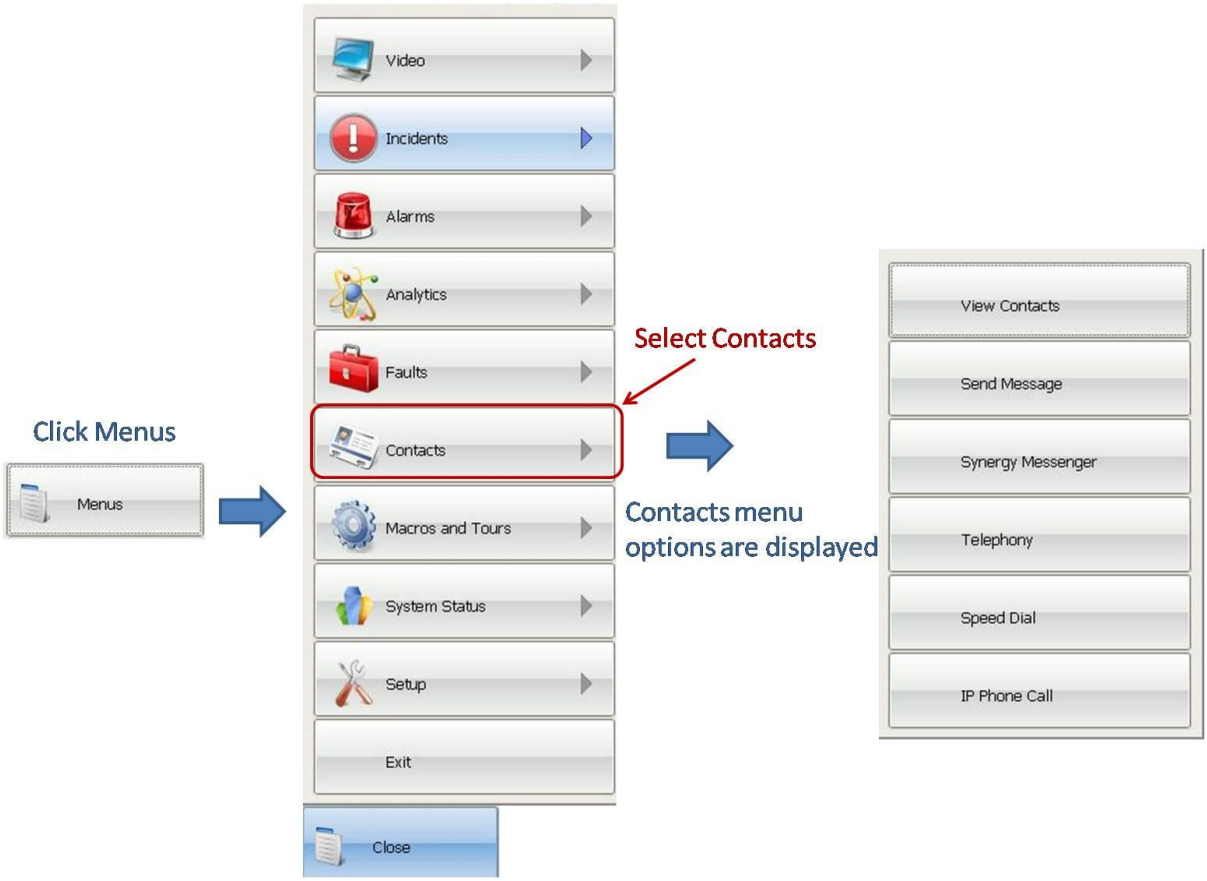
## 5.6 Contacts

The **Contacts** menu options allow you to store useful contacts (e.g. technical support, camera maintenance, electrical company, 24 hour callout) in a database and to easily communicate with stored contacts and other Synergy users.





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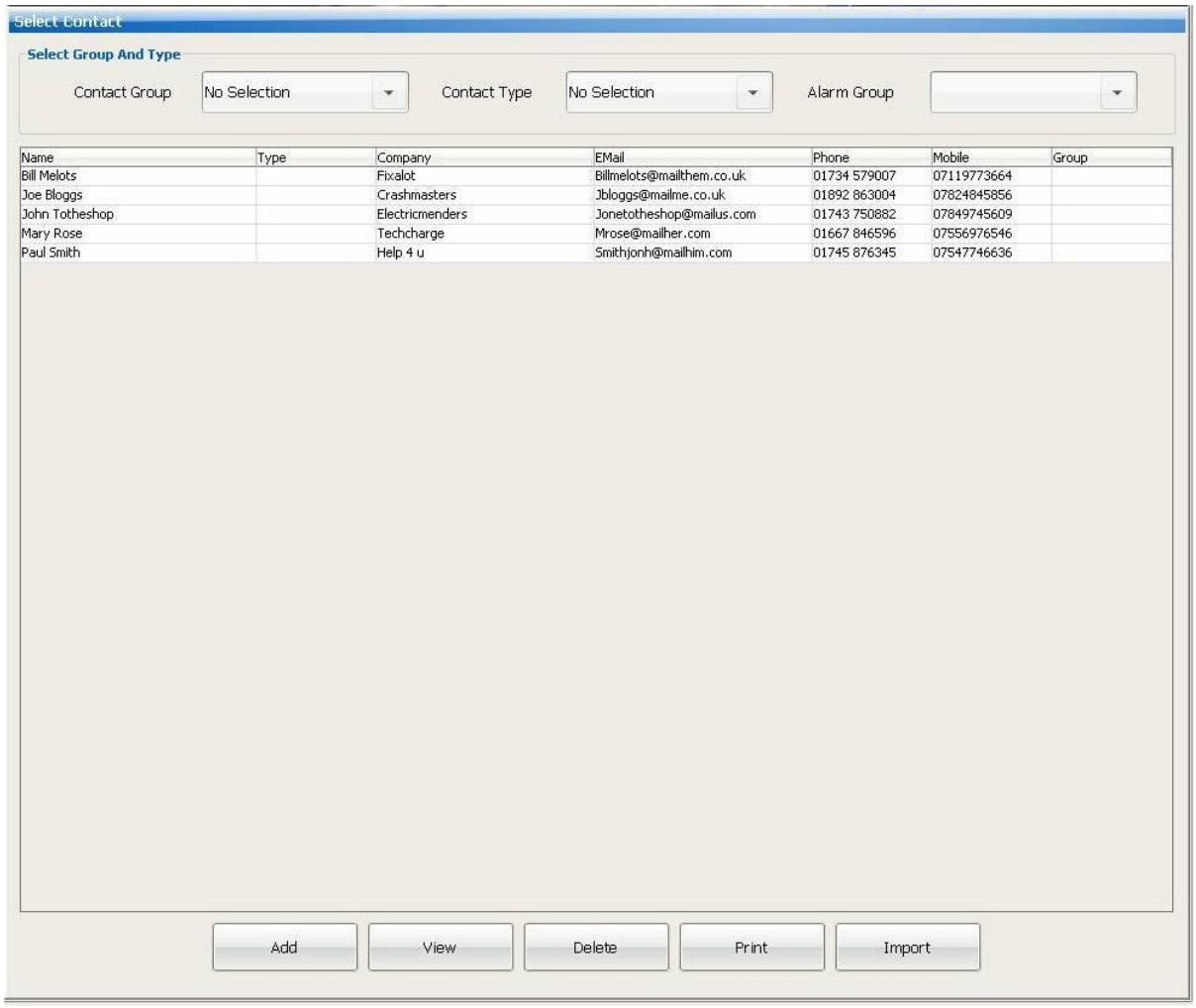
### 5.6.1 View Contacts

The **View Contact** option launches the **Select Contact** dialog and allows you to view existing contacts and add new useful contacts.




You can choose to display contacts from a specific **Contact Group**, **Contact Type** or **Alarm Group** (or a combination of those) by selecting an option from the respective drop down lists.

You can setup **Contact Groups** and **Contact Types** via **Menu->Setup->System Setup-> Contacts & P.O.I.** options.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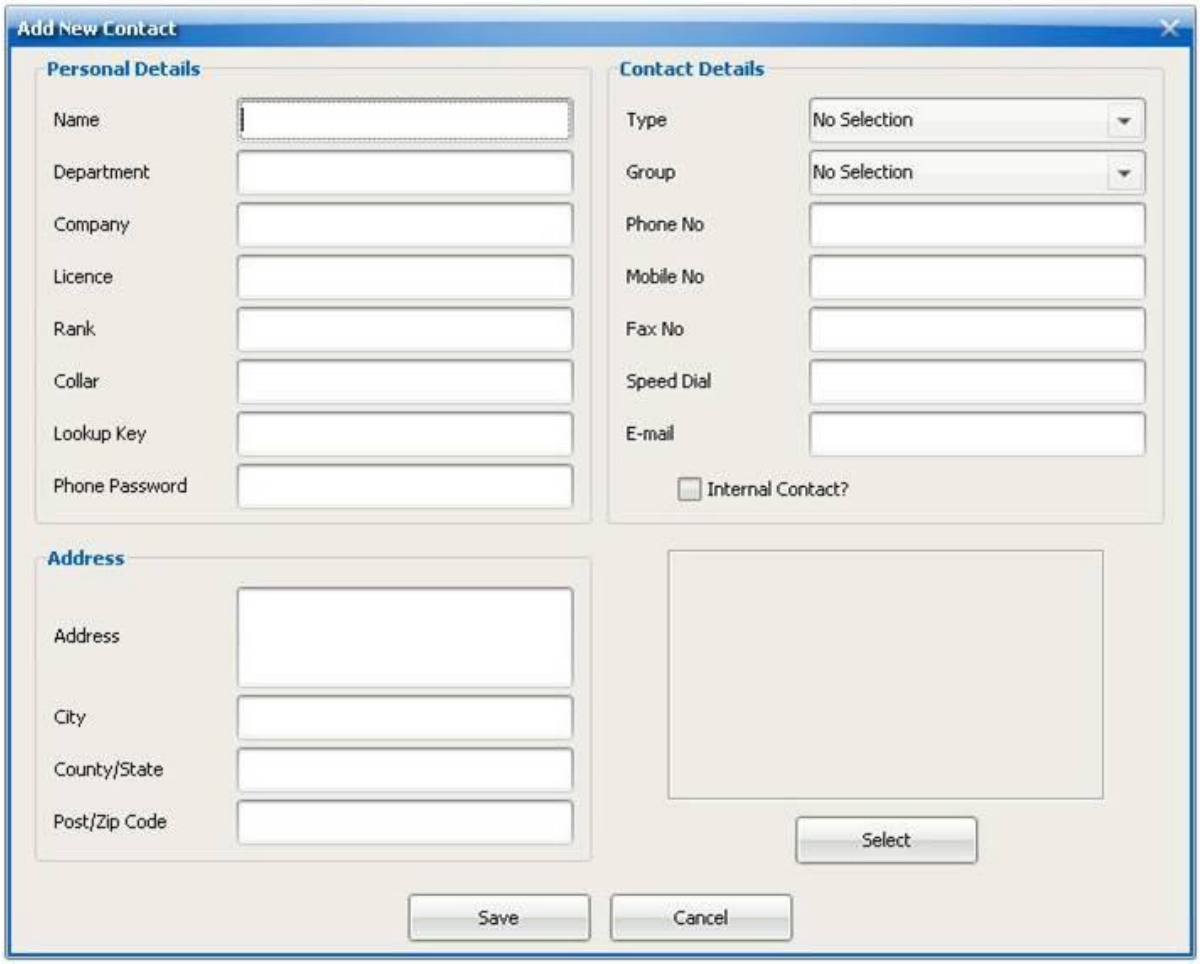
#### 5.6.1.1 Add New Contact

Click **Add** to add a new contact. The **Add New Contact** dialog is displayed:




Enter all available details for the new contact.

The **Licence**, **Rank** and **Collar** options are using for military and police contacts.

Click the **Select** button if you want to add a picture of the contact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### 5.6.1.2 View Contact

To view or change the details of an existing contact select it in the list and then click the **View** button.

You can change any of the details if required. Click **Save** to save the changes.

### 5.6.1.3 Delete Contact

You can delete an existing contact by selecting it in the list and then clicking the **Delete** button. You will be asked to confirm that you wish to delete the contact:

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#### 5.6.1.4 Print

Selecting **Print** produces **Contact Summary** report in HTML format and display it in Internet Explorer. You can then print the report using the **File->Print** option in Internet Explorer. Below is an example of the report:

## Contacts Summary

Summary of All Contacts

| Name | Type | Company | Email | Phone | Mobile | Address | City | Post Code |
|---|---|---|---|---|---|---|---|---|
| john smith | Maintains Devices | Synectics | john.smith@synx.com | 568 | 07727945381 | | | |
| Mary Rose | Supplier | Techno | mrose@techno.com | 01667846506 | 07556976546 | 56 Grove Park Rd | Sheffield | S7 9TY |

#### 5.6.1.5 Import Contacts

Select the **Import** button to import contacts; the data has to be in csv format.


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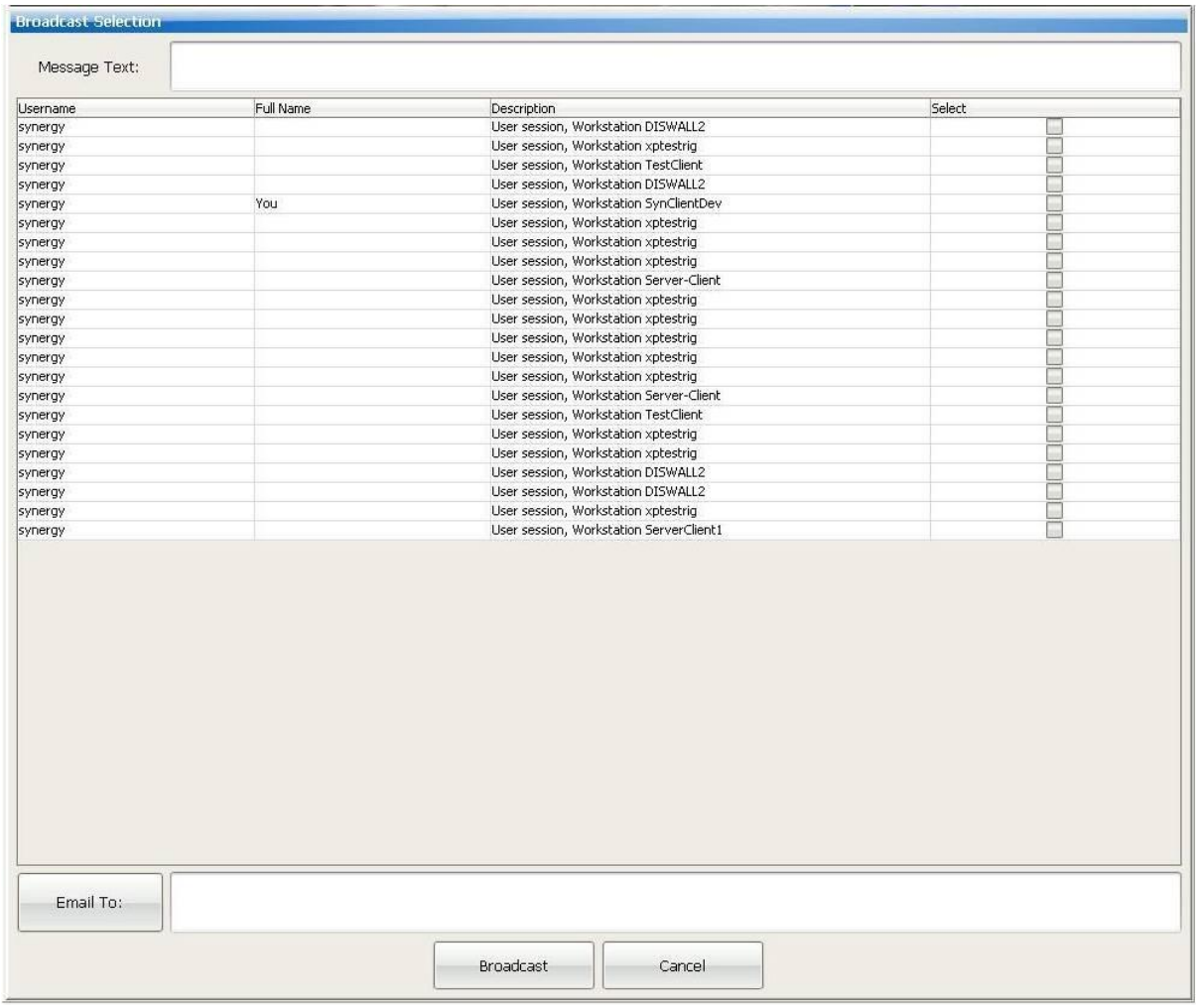
### 5.6.2 Send Message

The **Send Message** option allows you to send a message to other Synergy users or to e-mail a message:




All currently logged on users are listed. Check the checkboxes for the ones you want to send a message to.

Type the message in the **Message Text** field.

Provided e-mailing is setup on the server you can also type e-mail addresses you would like the message sent to**.**

When done click **Broadcast. Each** of the recipients will receive a message in the **Events and Information** pane:

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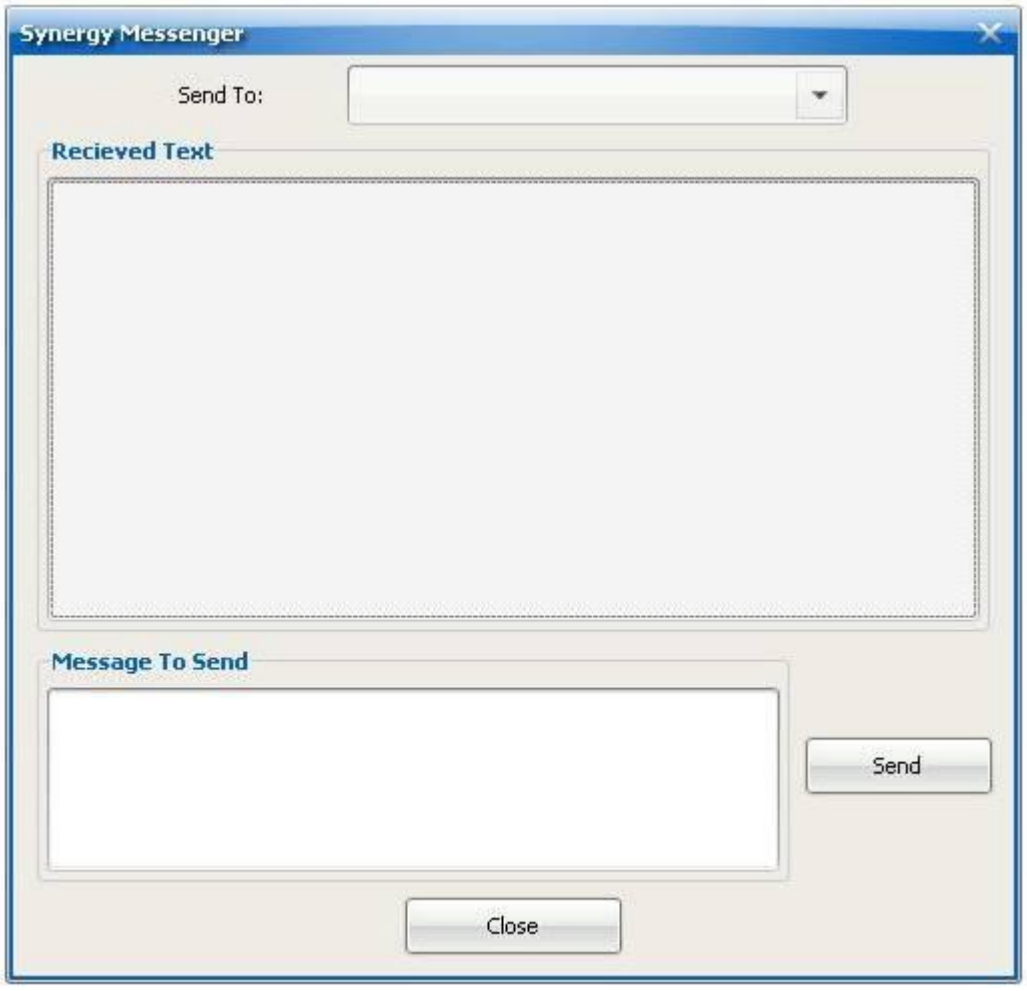
A recipient can then click on the message to display the message details and reply if desired:

### 5.6.3 Synergy Messenger

The **Synergy Messenger** menu option provides Synergy users with a messenger service for real time chat (similar to Windows Messenger).




Select the user you want to communicate with from the **Send To** drop down list; all currently logged on users are available in the list.

Type a message in the **Message to Send** area and click **Send**. Received messages are shown in the **Received Text** area.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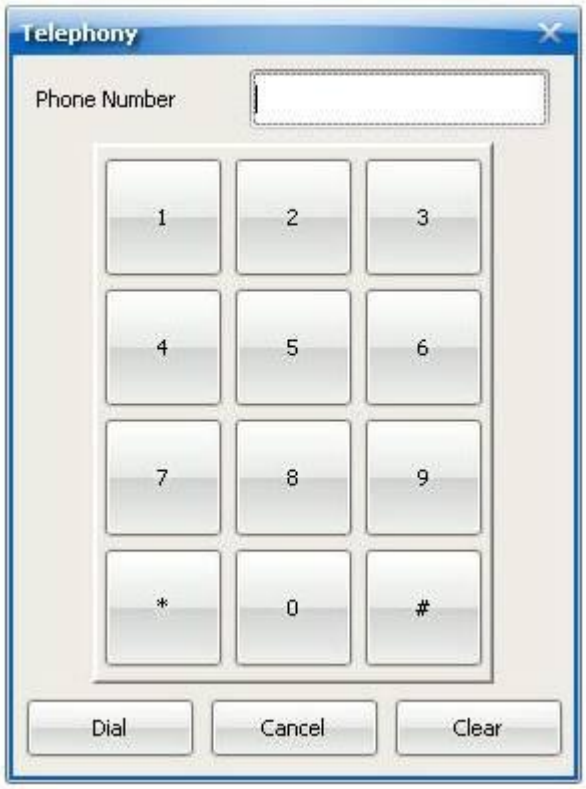
Click **Close** to close **Synergy Messenger**.

### 5.6.4 Telephony

The **Telephony** menu option displays a numerical keypad.




Manually insert a telephone number using the keypad or the keyboard. Then press **Dial** to call the number.
This will only work if the required interfaces are installed.

### 5.6.5 Speed Dial

The **Speed Dial** menu option displays a list of contacts for which speed dial has been set up:

Click on the contact you want to reach. A open call icon will be displayed in the Events pane of the workstation of the contact you called. They can click it to start the conversation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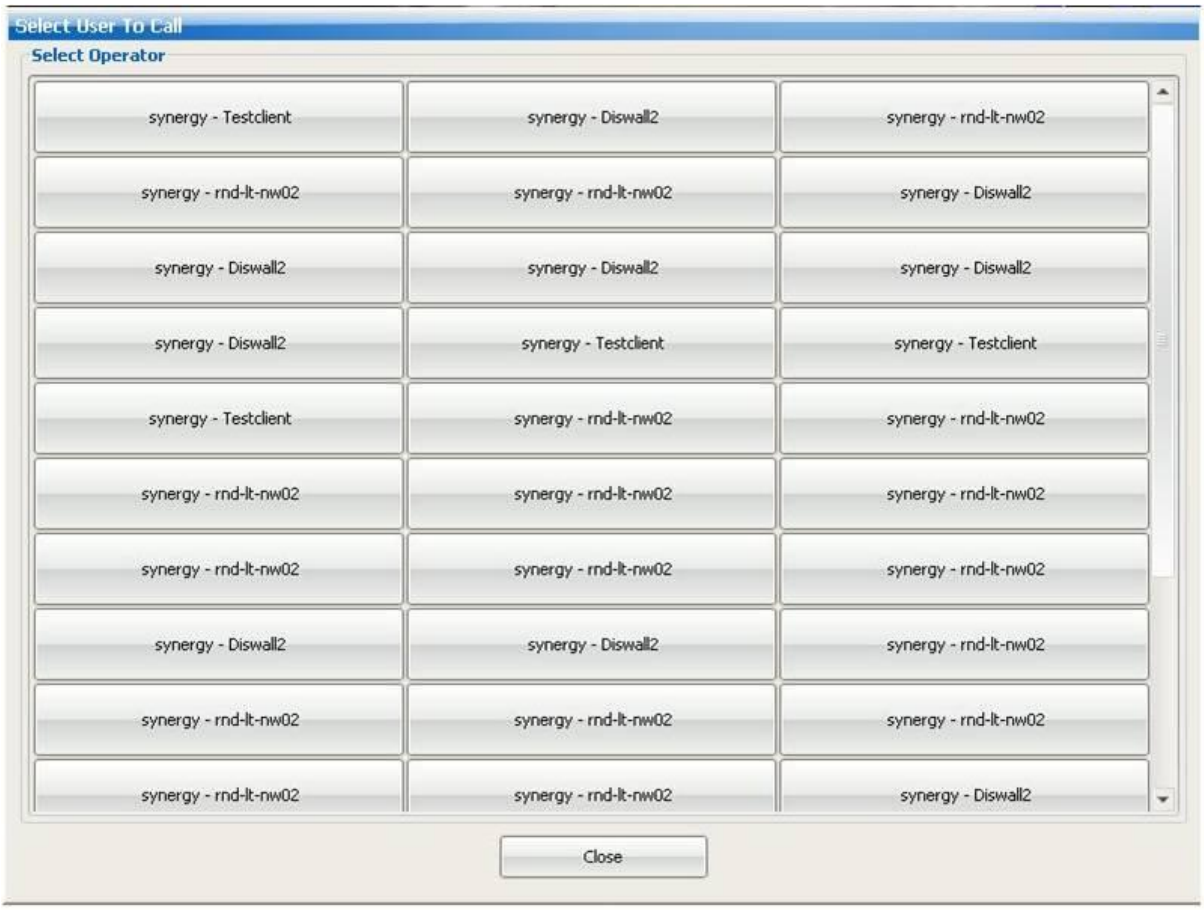
### 5.6.6 IP Phone Call

The **IP Phone Call** menu option launches the **Select User To Call** dialog. The dialog displays all users currently logged onto the system.




To call another user, simply click on the respective button.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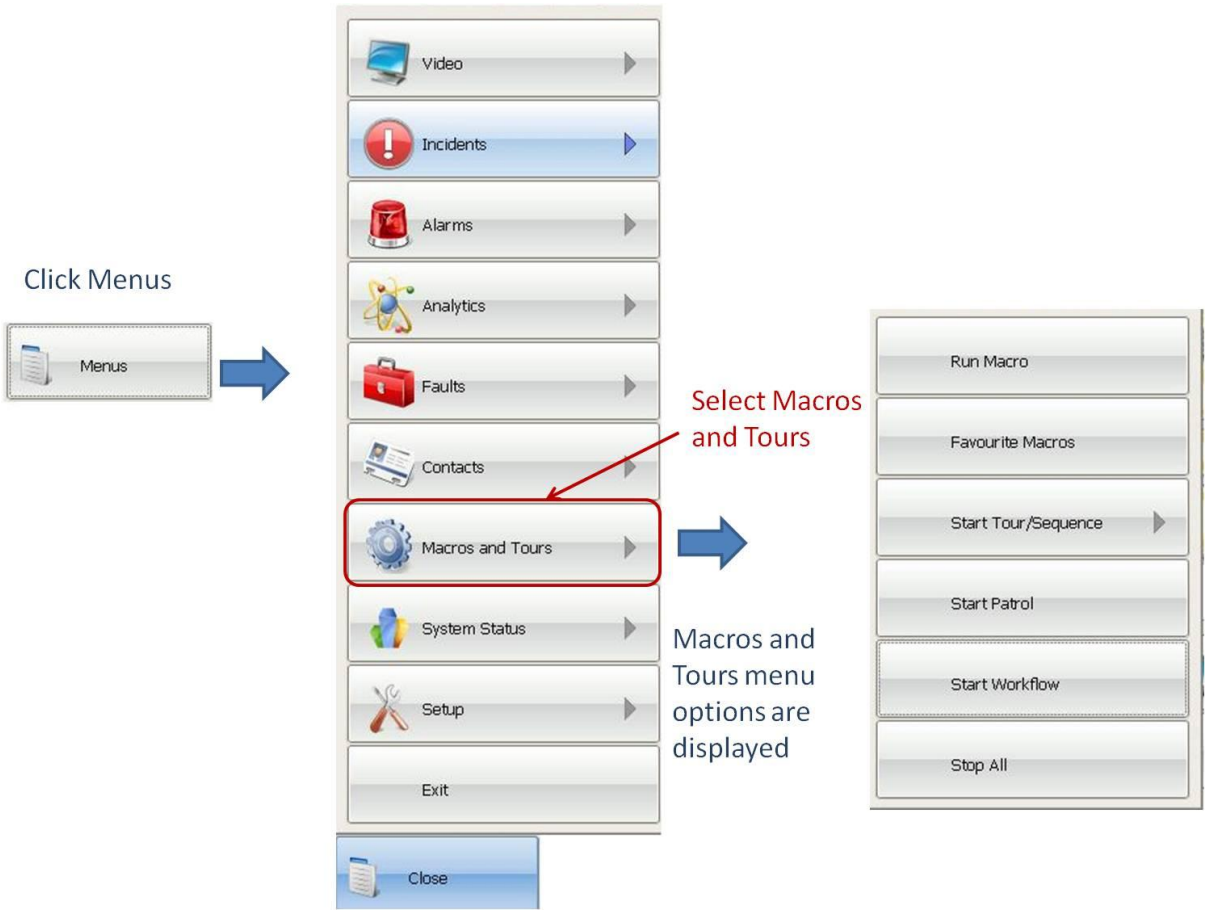
## 5.7 Macros and Tours

The **Macros and Tours** menu options allow you to run macros, tours and patrols. Macros and tours allow a series of commands to be run with one simple action or click where normally they would require manual manipulation. I.e. A fire door is opened and the appropriate cameras turn to look at the event, and alarm is sounded and notification is sent to the system users.

Macros and tours will be programmed on your system during System Setup

Macros and tours are setup via **Menus->Setup->System Setup->Macros and Tours**.

The **Macros and Tours** menu options are pictured below:





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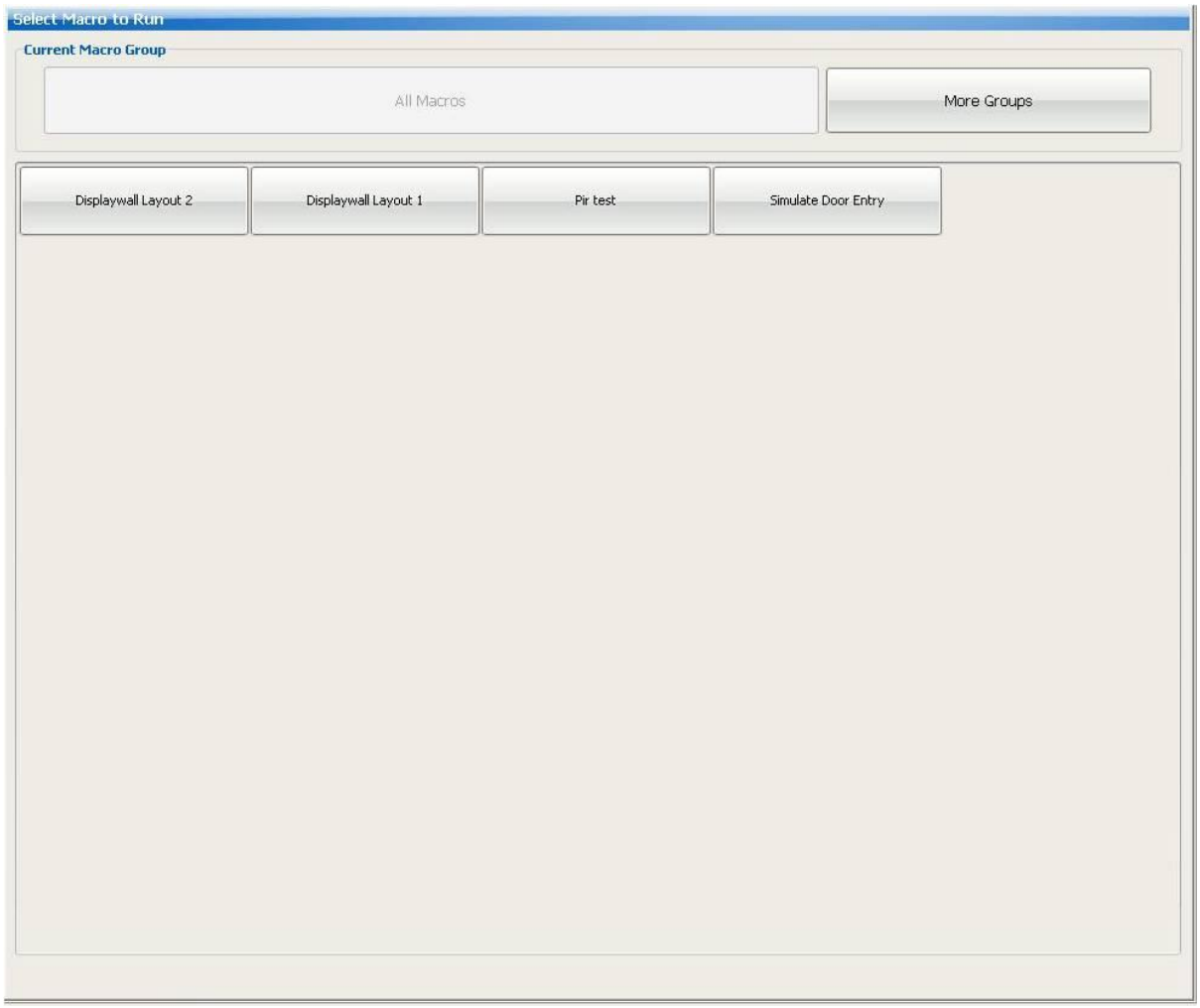
### 5.7.1 Run Macro

The **Run Macro** menu option launches the **Select Macro to Run** dialog, which allows you to manually start a macro:




All macros in the currently selected group are displayed as buttons in the dialog. To run a macro, simply click the button. You will see a message in the **Information and Events** pane, letting you know the macro has started running:

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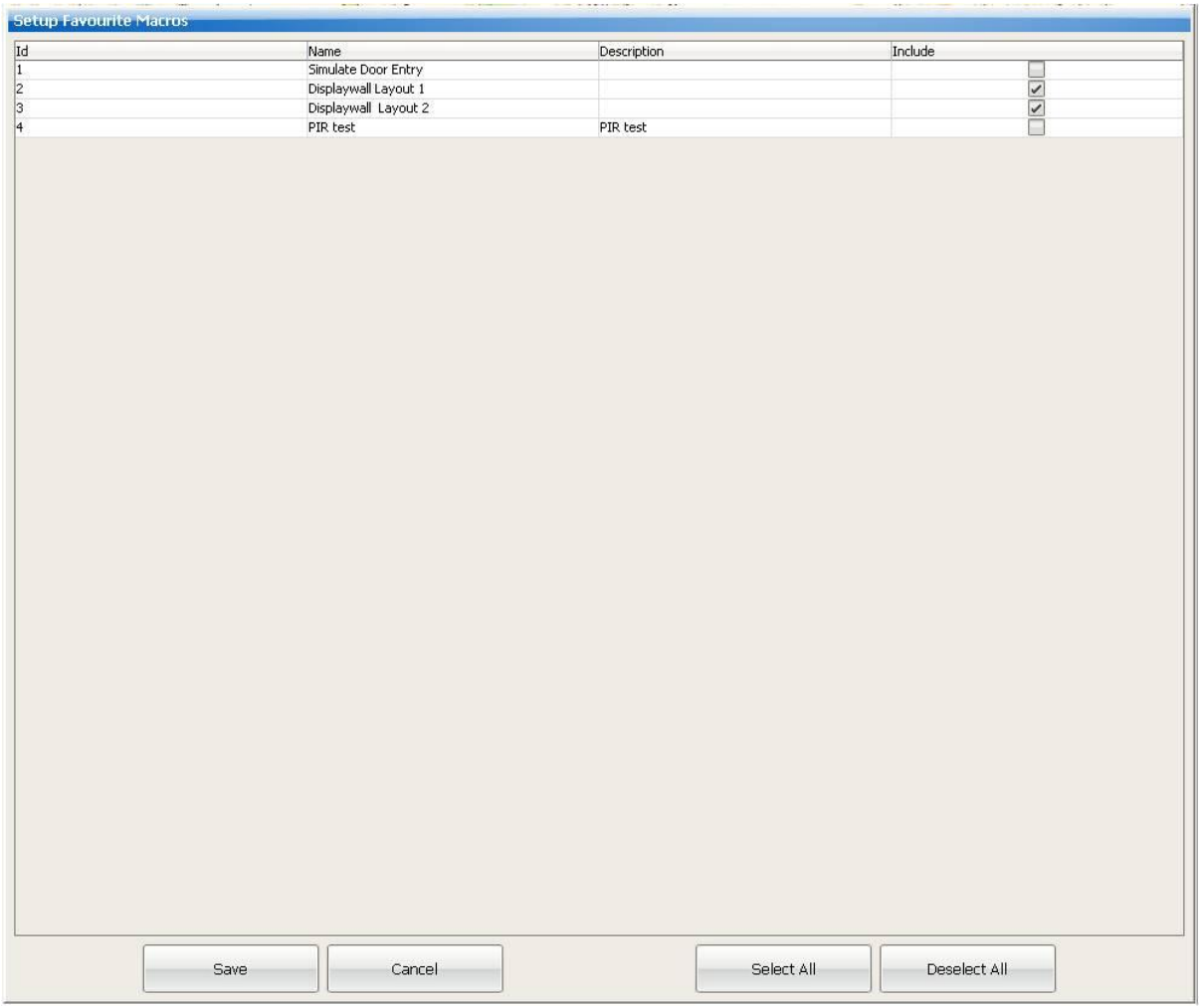
The **More Groups** button launches the **Select Macro Group** dialog allowing you to change the macro group.

### 5.7.2 Favourite Macros

The **Favourite Macros** menu option launches the **Select Macro to Run** dialog displaying only the macros you have selected as favourite.

To select favourite macros choose **Menus->Setup->Local Setup->Set Favourite Macros**. The **Setup Favourite Macros** dialog is launched:




All available macros are displayed in the list. Check the box in the **Include** column for those macros you want to select as favourites.

The **Select All** / **Deselect All** buttons check / uncheck all the check boxes respectively.

Click **Save** to save your selection.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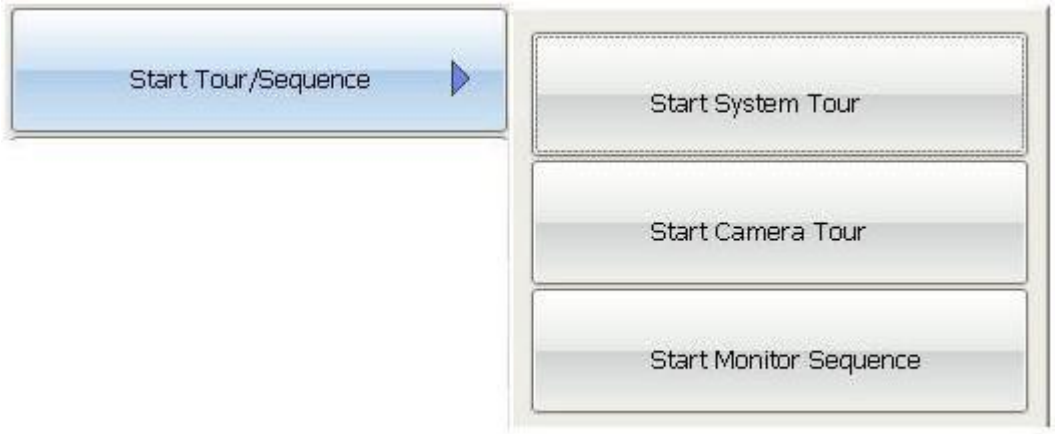
### 5.7.3 Start Tour/Sequence

The **Start Tour/Sequence** menu option has three submenus as pictured below:




Each of the options launches the **System Tours** dialog, allowing you to start the respective type of tour. The three types of tours are as follows:
System Tour - a tour between selected cameras and for each camera selected presets.
Camera Tour - a tour between the presets of an individual camera.
Monitor sequence – a tour between selected cameras

The **System Tours** dialog is pictured below: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The **Select Tour** drop down list contents depend on which menu option was the dialog launched from:
**Start System Tour** menu option – all available system tours
**Start Camera Tour** menu option – all available camera tours
**Start Monitor Sequence** menu option – all available monitor sequences

Select a tour from the drop down list and select a monitor from the **Monitor** drop down list. Once you have done this the **Start** button will become enabled. Click **Start** to start the selected tour. It will be added to the **Running Tours** list as pictured below:


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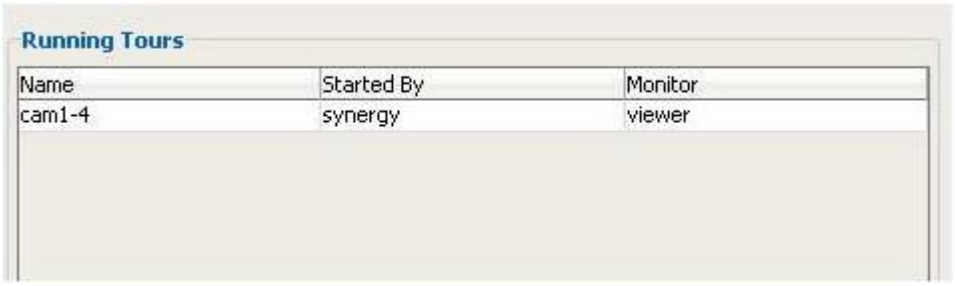
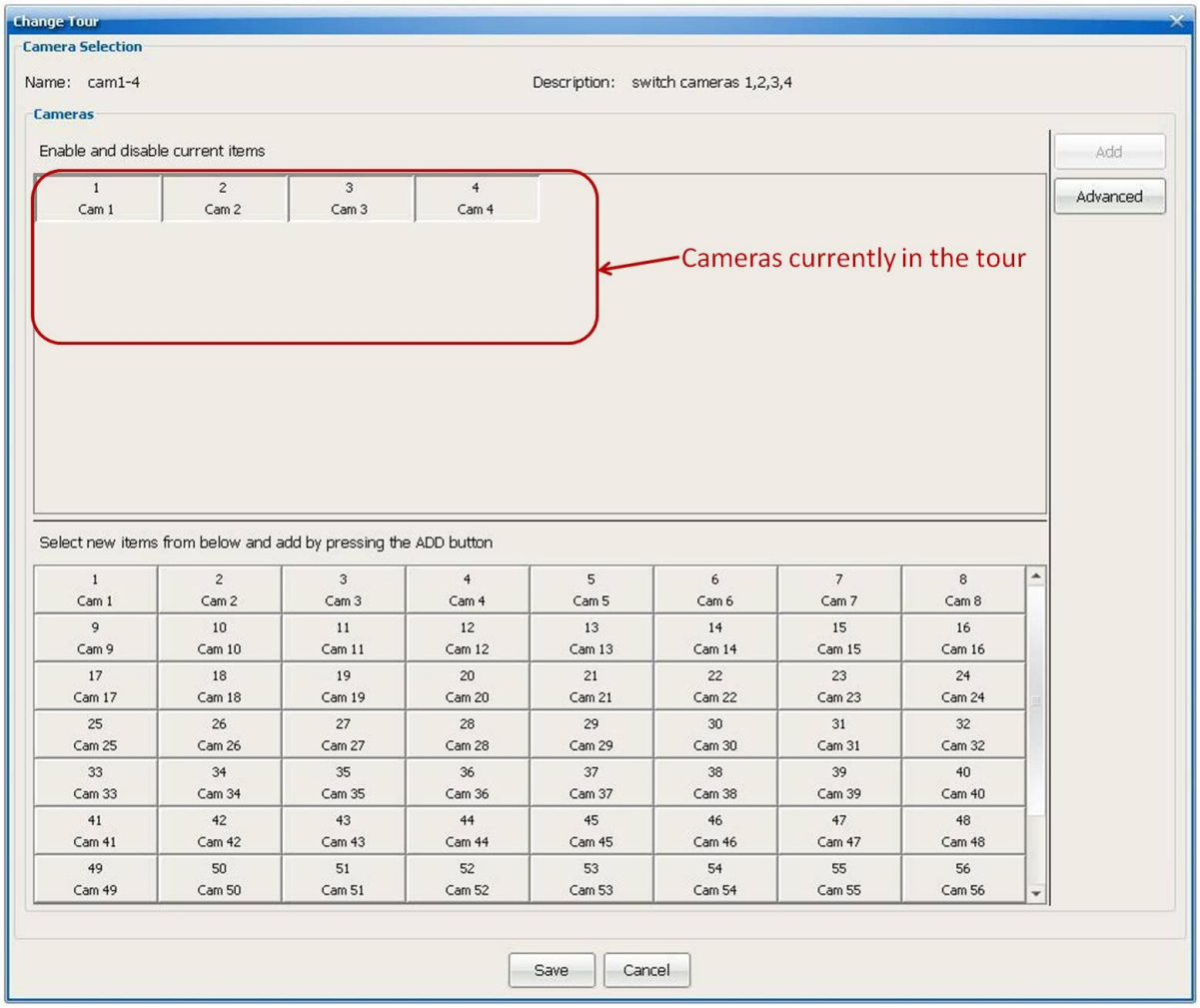



To stop a tour, select it in the **Running Tours** list and click the **Stop** button (it will become enabled).

To change a tour, select it in the **Running Tours** list and click the **Change** button (it will become enabled). A dialog allowing you to change the tour us launched. The dialog is different depending if it is a system tour, a camera tour or a monitor sequence.

#### 5.7.3.1 Change System Tour

For a system tour pressing the **Change** button launches the following **Change Tour** dialog:





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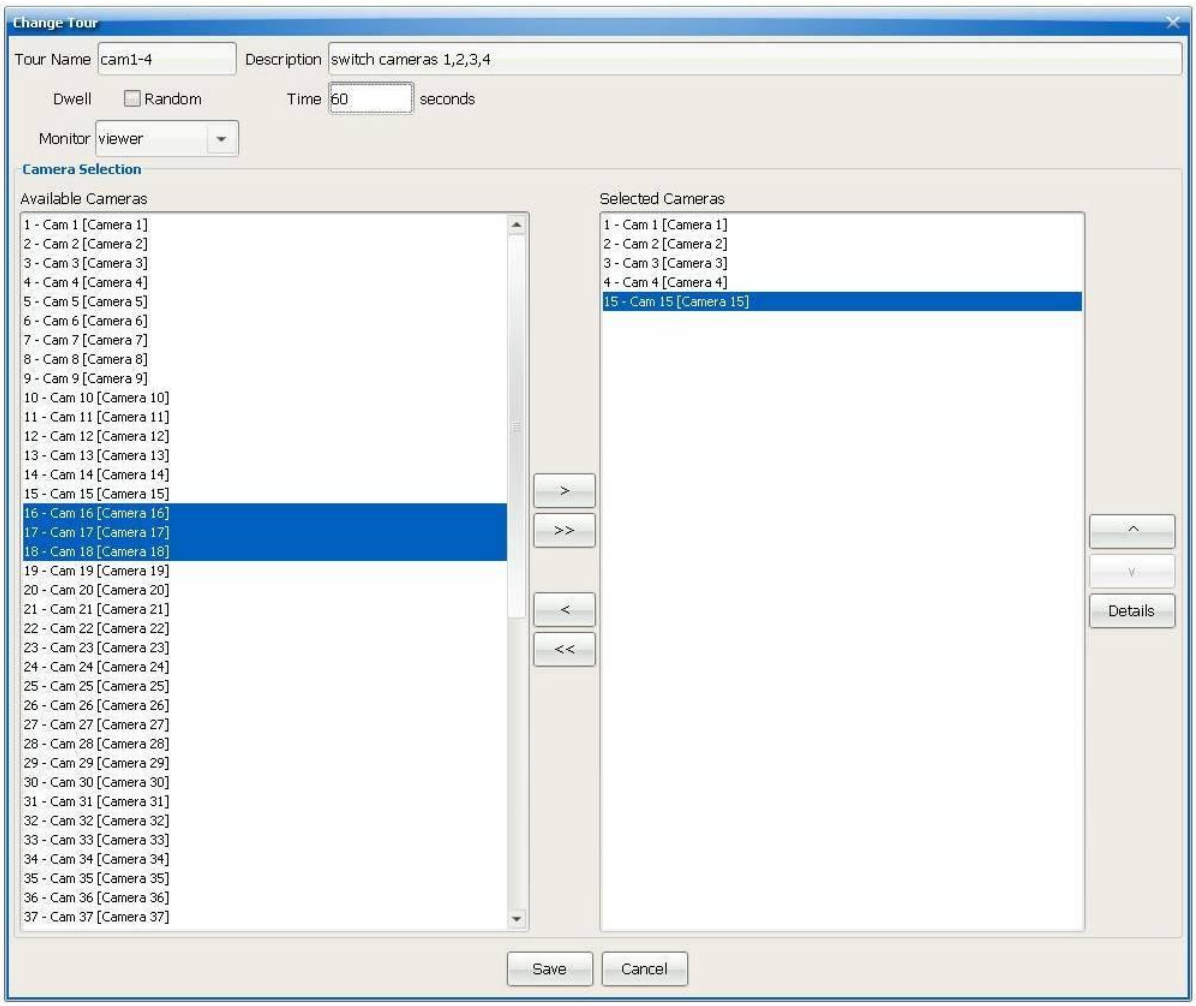
All cameras currently in the tour are displayed in the top panel. You can enable or disable them by selecting or deselecting the respective buttons.

You can add new cameras to the tour by selecting them in the bottom panel and then clicking the **Add** button.

Clicking the **Advanced** button launches the following dialog:


Change Tour
Tour Name cam1-4
Description switch cameras 1,2,3,4
Dwell
Random
Time 60
seconds
Monitor viewer
Camera Selection
Available Cameras
1 - Cam 1 [Camera 1]
2 - Cam 2 [Camera 2]
3 - Cam 3 [Camera 3]
4 - Cam 4 [Camera 4]
5 - Cam 5 [Camera 5]
6 - Cam 6 [Camera 6]
7 - Cam 7 [Camera 7]
8 - Cam 8 [Camera 8]
9 - Cam 9 [Camera 9]
10 - Cam 10 [Camera 10]
11 - Cam 11 [Camera 11]
12 - Cam 12 [Camera 12]
13 - Cam 13 [Camera 13]
14 - Cam 14 [Camera 14]
15 - Cam 15 [Camera 15]
16 - Cam 16 [Camera 16]
17 - Cam 17 [Camera 17]
18 - Cam 18 [Camera 18]
19 - Cam 19 [Camera 19]
20 - Cam 20 [Camera 20]
21 - Cam 21 [Camera 21]
22 - Cam 22 [Camera 22]
23 - Cam 23 [Camera 23]
24 - Cam 24 [Camera 24]
25 - Cam 25 [Camera 25]
26 - Cam 26 [Camera 26]
27 - Cam 27 [Camera 27]
28 - Cam 28 [Camera 28]
29 - Cam 29 [Camera 29]
30 - Cam 30 [Camera 30]
31 - Cam 31 [Camera 31]
32 - Cam 32 [Camera 32]
33 - Cam 33 [Camera 33]
34 - Cam 34 [Camera 34]
35 - Cam 35 [Camera 35]
36 - Cam 36 [Camera 36]
37 - Cam 37 [Camera 37]
>
>>
<
<<
Selected Cameras
1 - Cam 1 [Camera 1]
2 - Cam 2 [Camera 2]
3 - Cam 3 [Camera 3]
4 - Cam 4 [Camera 4]
15 - Cam 15 [Camera 15]
^
v
Details
Save
Cancel

All currently available cameras are listed in the **Available Cameras** list.

Use the button to add the selected camera(s) to the list of **Selected Cameras** (the cameras in the tour) or the button to add all cameras.

Use the buttons to move cameras from the list of selected cameras back to the list of available ones.

You can arrange the order of the **Selected Cameras** by using the buttons.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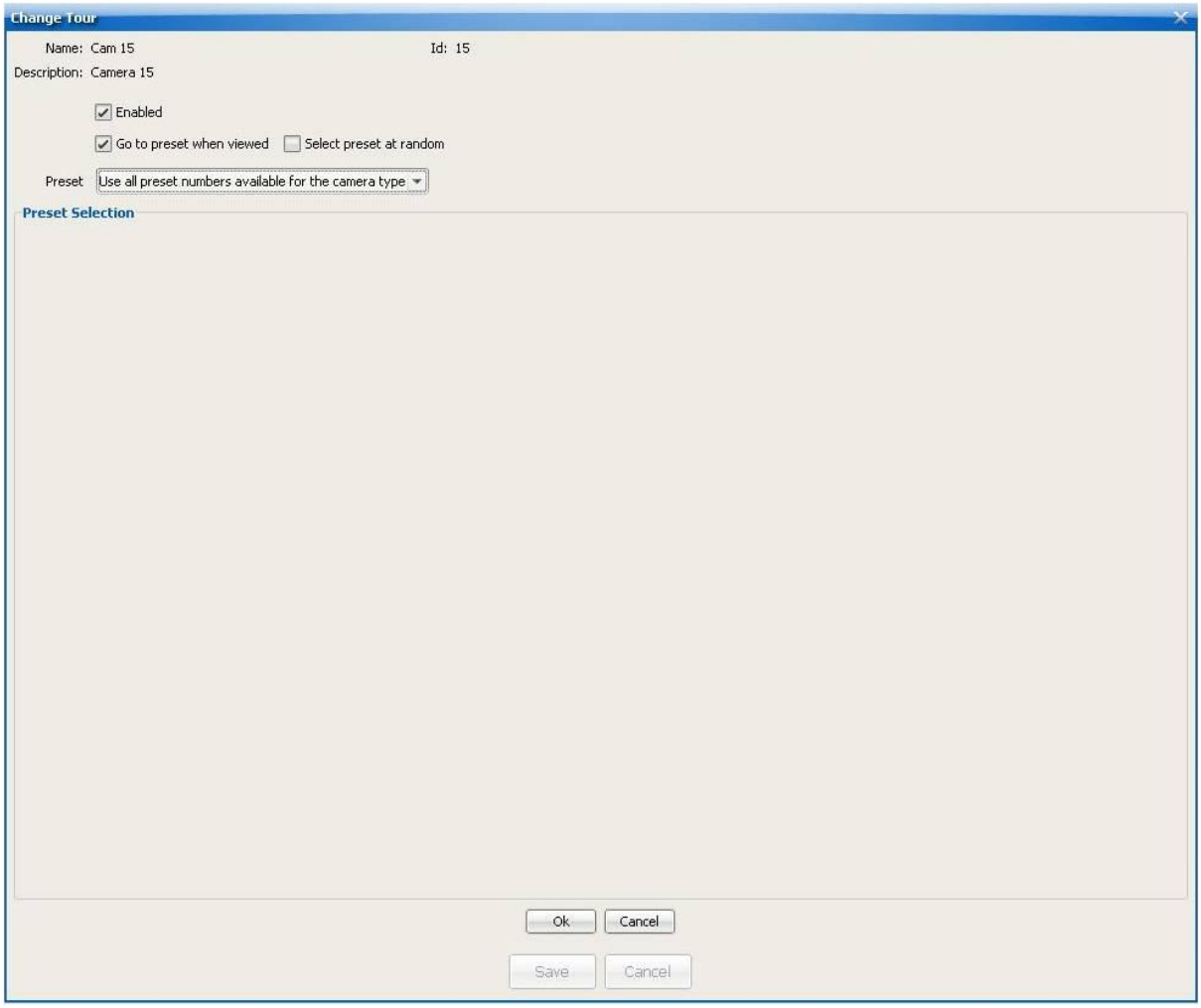
Click **Save** to save your changes.

To view the details for a camera in the tour select it in the Selected **Cameras** list and then click the **Details** button. A dialog allowing you to set up preset choices for the camera is displayed:




The **Preset Selection** pane display depends on the selection from the **Preset** drop down list. It is empty as in the picture above when **Use all preset numbers for the camera type** is selected.

When **Set a range of preset numbers to be used** is selected you have the option to type in a **Minimum** and **Maximum** preset number.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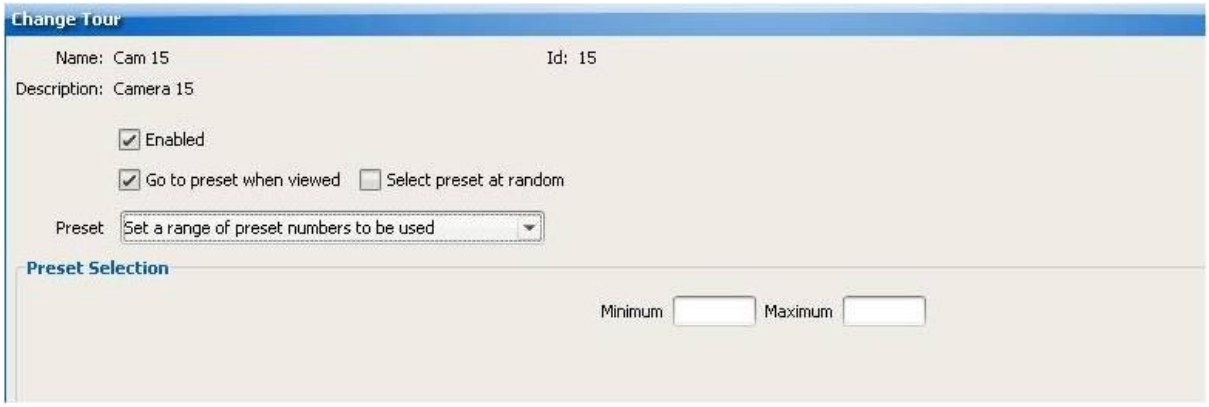
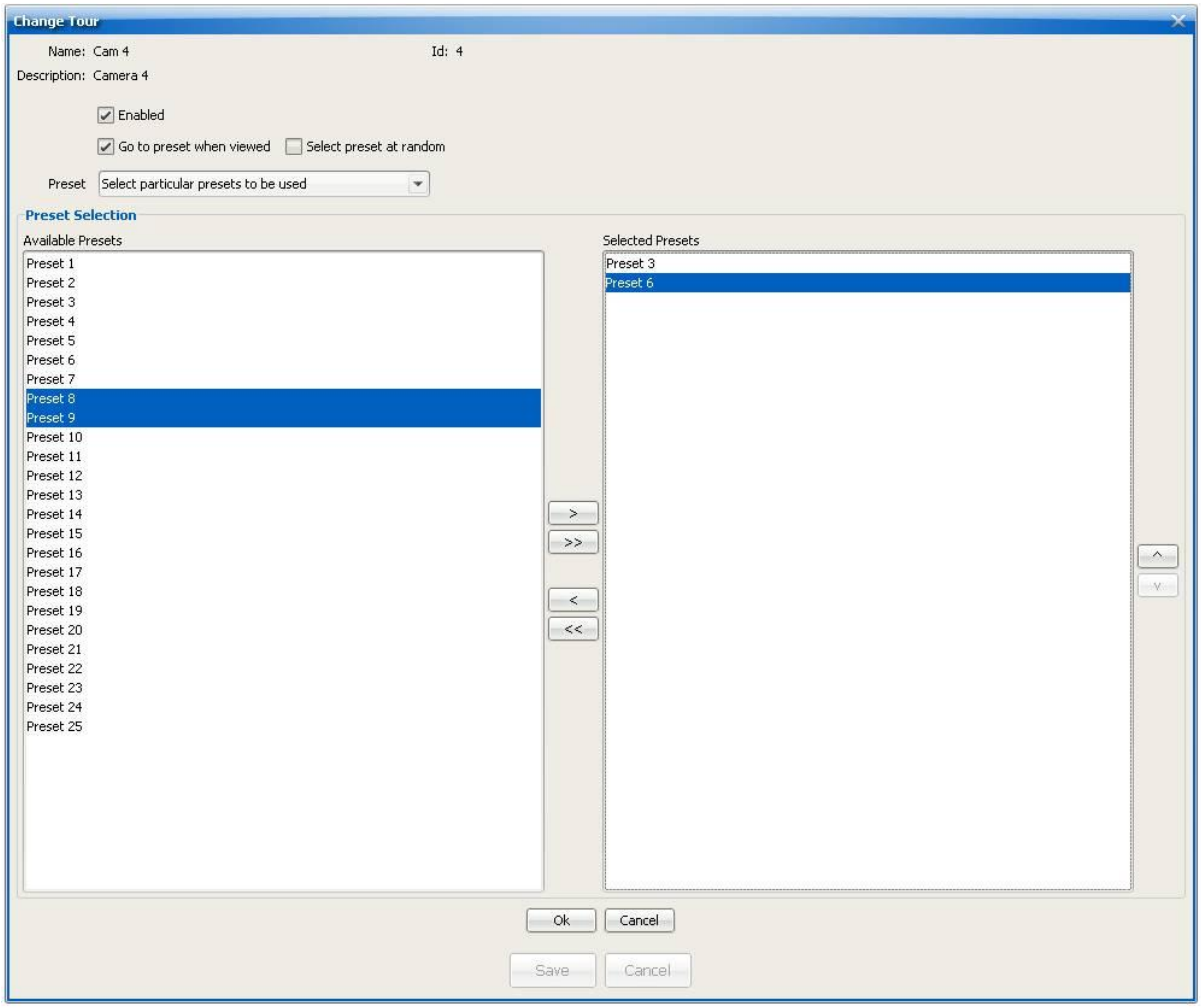



When **Select particular presets to be used** is selected it allows you to select any of the available presets.




When you are done with changes, click **Ok** to save them.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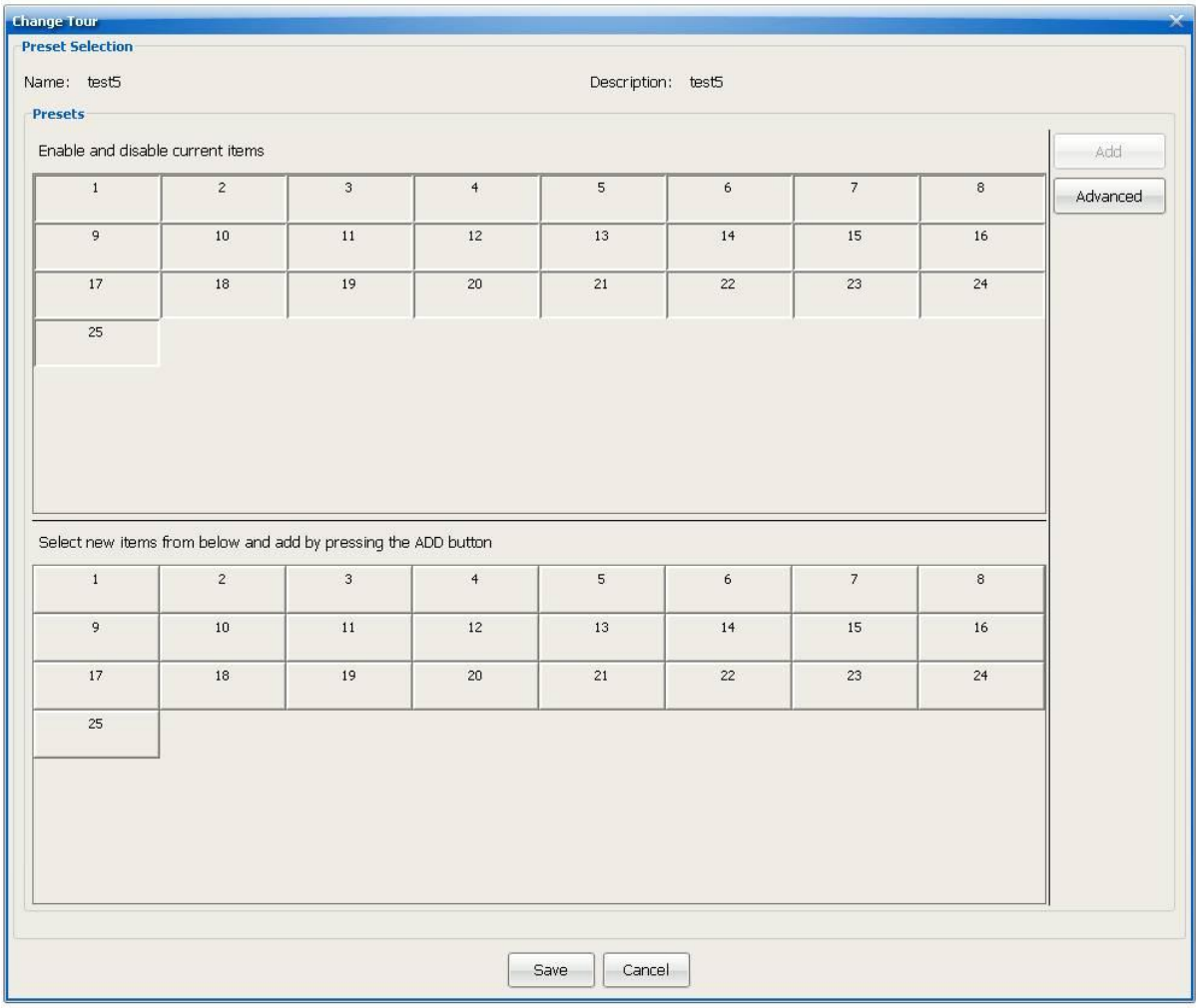
### 5.7.3.2 Change Camera Tour

For a camera tour pressing the **Change** button launches the following **Change Tour** dialog:


Change Tour
Preset Selection
Name: test5
Description: test5
Presets
Enable and disable current items
Add
Advanced
1 2 3 4 5 6 7 8
9 10 11 12 13 14 15 16
17 18 19 20 21 22 23 24
25
Select new items from below and add by pressing the ADD button
1 2 3 4 5 6 7 8
9 10 11 12 13 14 15 16
17 18 19 20 21 22 23 24
25
Save
Cancel

All presets currently in the tour are displayed in the top panel. You can enable or disable them by selecting or deselecting the respective buttons.

You can add new presets to the tour by selecting them in the bottom panel and then clicking the **Add** button.

Clicking the **Advanced** button launches the following dialog: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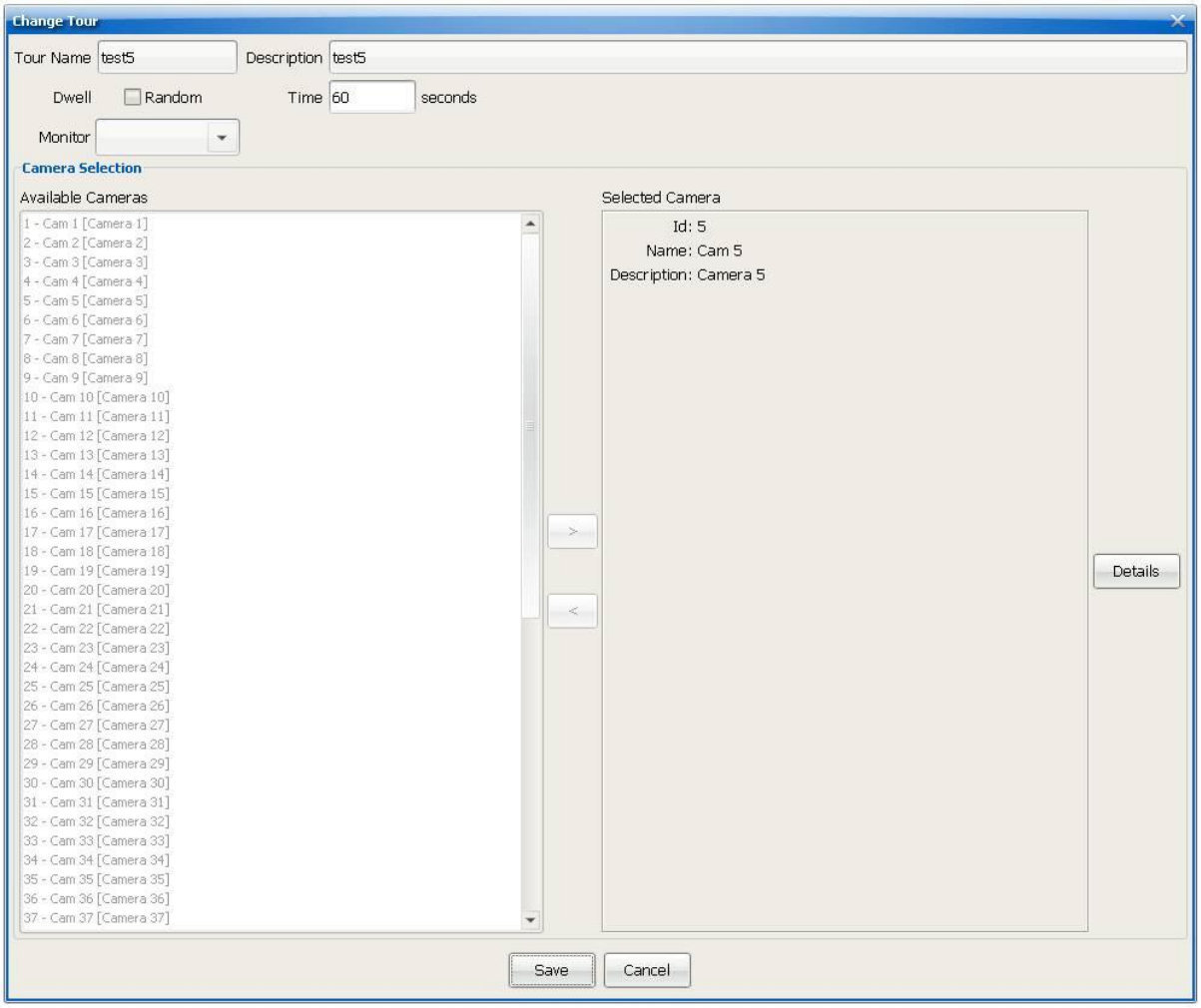
Change Tour
Tour Name test5
Description test5
Dwell
Random
Time 60
seconds
Monitor
Camera Selection
Available Cameras
1 - Cam 1 [Camera 1]
2 - Cam 2 [Camera 2]
3 - Cam 3 [Camera 3]
4 - Cam 4 [Camera 4]
5 - Cam 5 [Camera 5]
6 - Cam 6 [Camera 6]
7 - Cam 7 [Camera 7]
8 - Cam 8 [Camera 8]
9 - Cam 9 [Camera 9]
10 - Cam 10 [Camera 10]
11 - Cam 11 [Camera 11]
12 - Cam 12 [Camera 12]
13 - Cam 13 [Camera 13]
14 - Cam 14 [Camera 14]
15 - Cam 15 [Camera 15]
16 - Cam 16 [Camera 16]
17 - Cam 17 [Camera 17]
18 - Cam 18 [Camera 18]
19 - Cam 19 [Camera 19]
20 - Cam 20 [Camera 20]
21 - Cam 21 [Camera 21]
22 - Cam 22 [Camera 22]
23 - Cam 23 [Camera 23]
24 - Cam 24 [Camera 24]
25 - Cam 25 [Camera 25]
26 - Cam 26 [Camera 26]
27 - Cam 27 [Camera 27]
28 - Cam 28 [Camera 28]
29 - Cam 29 [Camera 29]
30 - Cam 30 [Camera 30]
31 - Cam 31 [Camera 31]
32 - Cam 32 [Camera 32]
33 - Cam 33 [Camera 33]
34 - Cam 34 [Camera 34]
35 - Cam 35 [Camera 35]
36 - Cam 36 [Camera 36]
37 - Cam 37 [Camera 37]
>
<
Selected Camera
Id: 5
Name: Cam 5
Description: Camera 5
Details
Save
Cancel

The **Available Cameras** list is read only. The **Selected Camera** displays the details of the camera for that tour. Clicking the **Details** button launches the same dialog as for system tour allowing you to modify the presets used in the tour.

#### 5.7.3.3 Change Monitor Sequence

Selecting the **Change** button for a monitor sequence launches a **Change Sequence** dialog which is the same as the **Change Tour** dialog for system tour.


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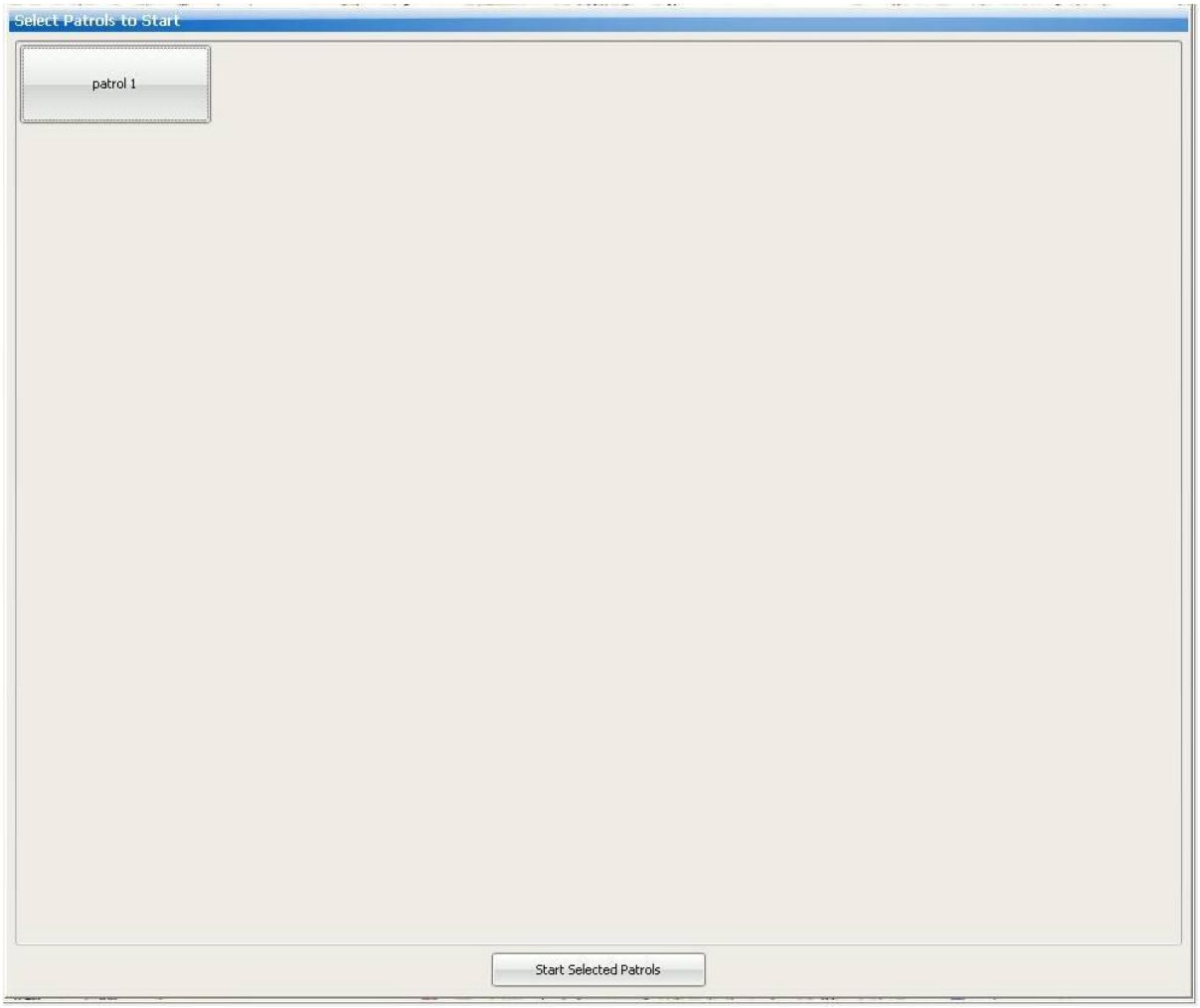
### 5.7.4 Start Patrol

The **Start Patrol** menu option opens the **Select Patrols to Start** dialog. The dialog lists all patrols that are setup on your system.

Patrols are setup via **Menus->Setup->System Setup->Macros and Tours->Setup Patrols**.




To start a patrol select it and click **Start Selected Patrol**.

You will see messages in the **Information and Events** pane regarding the camera currently being patrolled and the progress of the patrol: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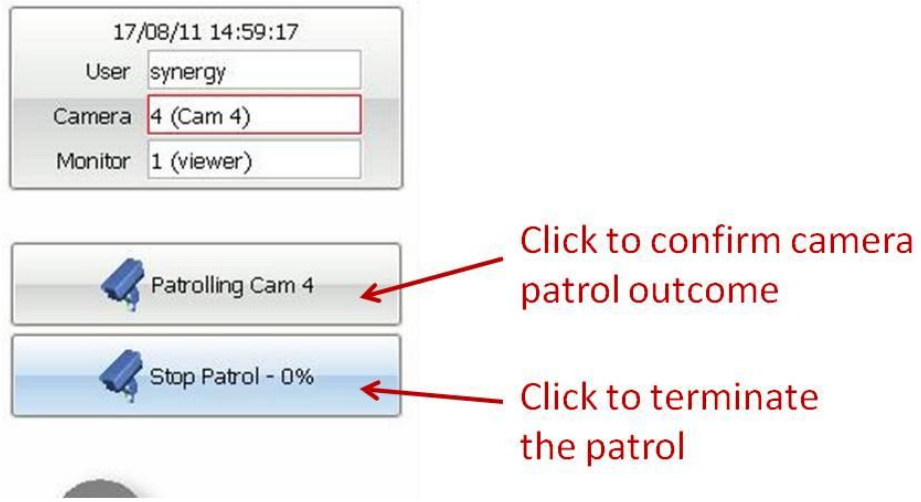


Click the **Patrolling Cam x** button to confirm the patrol outcome for the camera.

If you select **Camera OK** the patrol will continue to the next camera.

If you select **Faulty** the **Faults** dialog is automatically displayed; see section 5.5.5 for details. You need to complete the details for the fault as appropriate. The patrol will then continue to the next camera.

To stop the patrol, click the **Stop Patrol** button; you will be asked to provide the reason for the termination.

When the patrol is completed you are informed via a message in the **Information and Events** pane:

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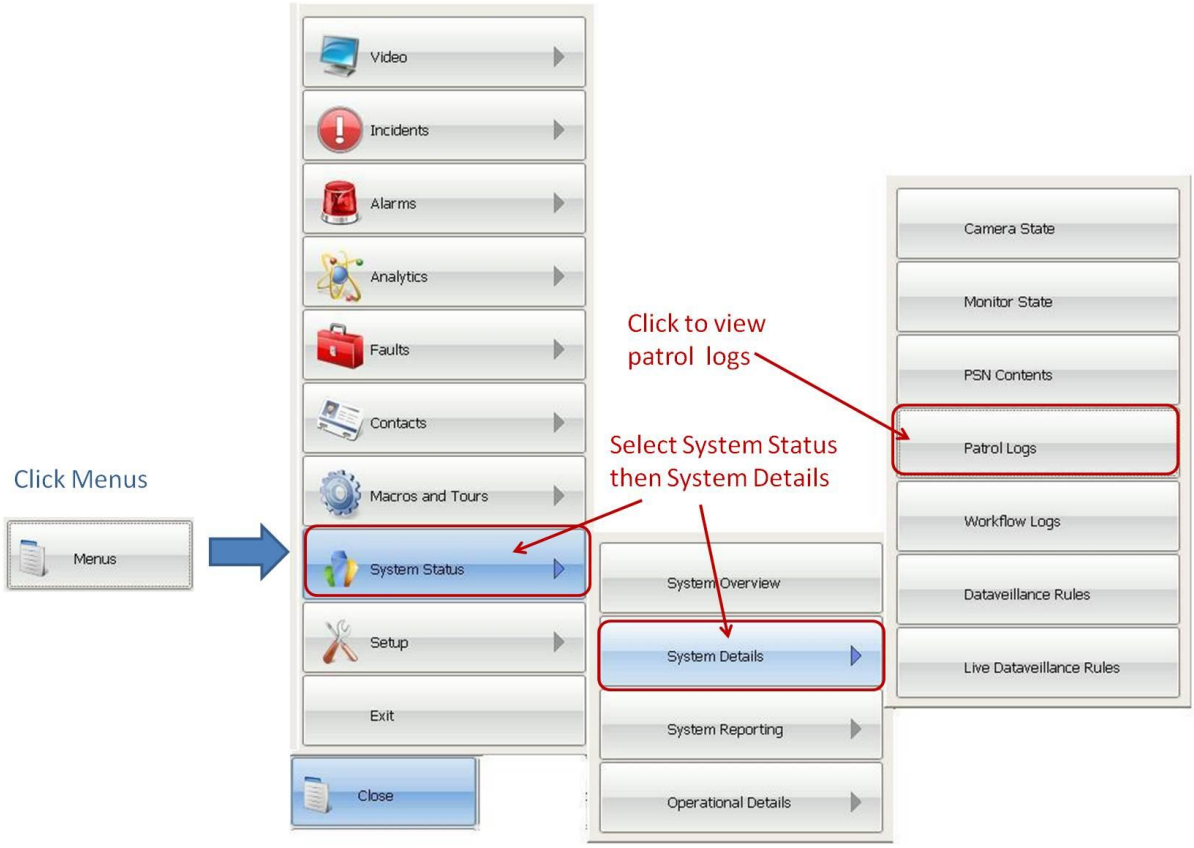
### 5.7.4.1 Checking Patrol Logs

To view patrol logs select **Menus->System Status->System Details->Patrol Logs**.




The **Patrol Logs** dialog pictured below is launched.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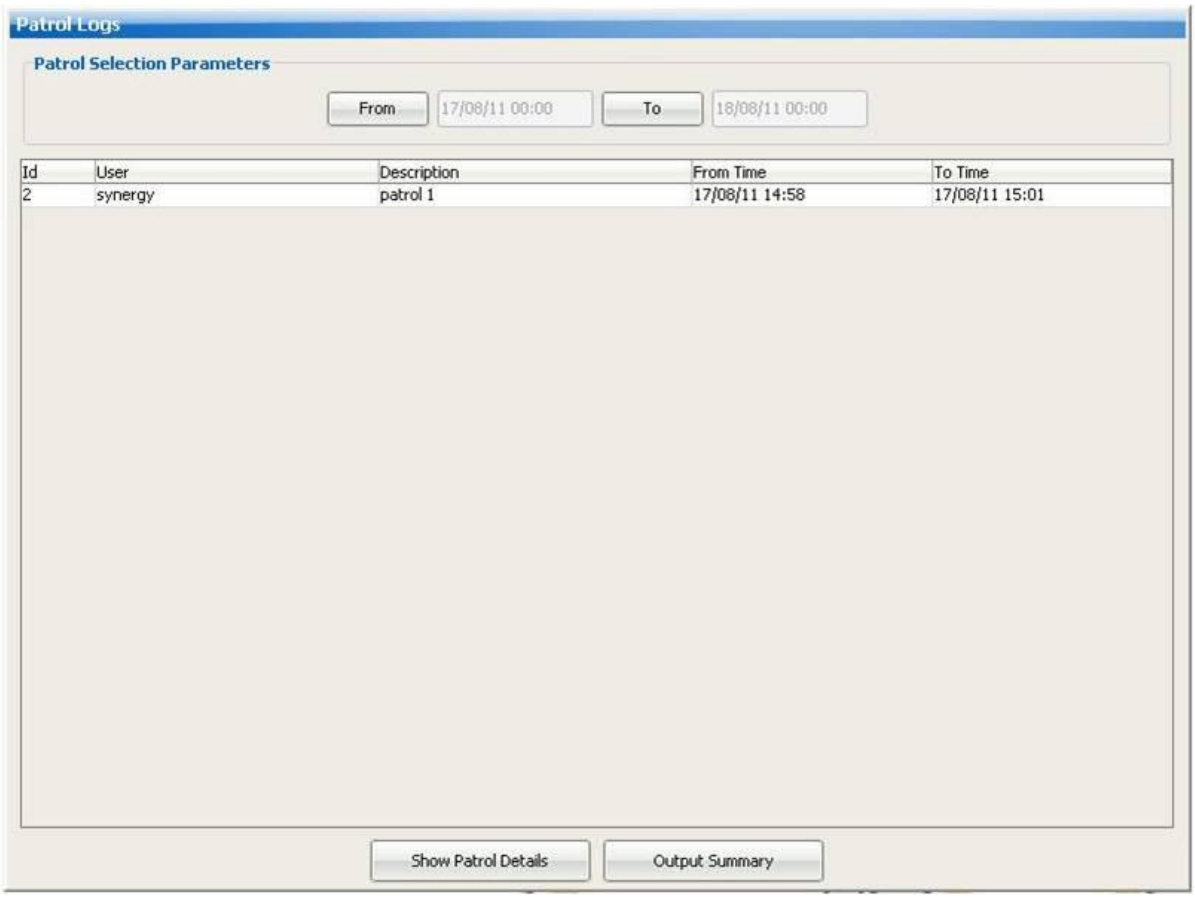
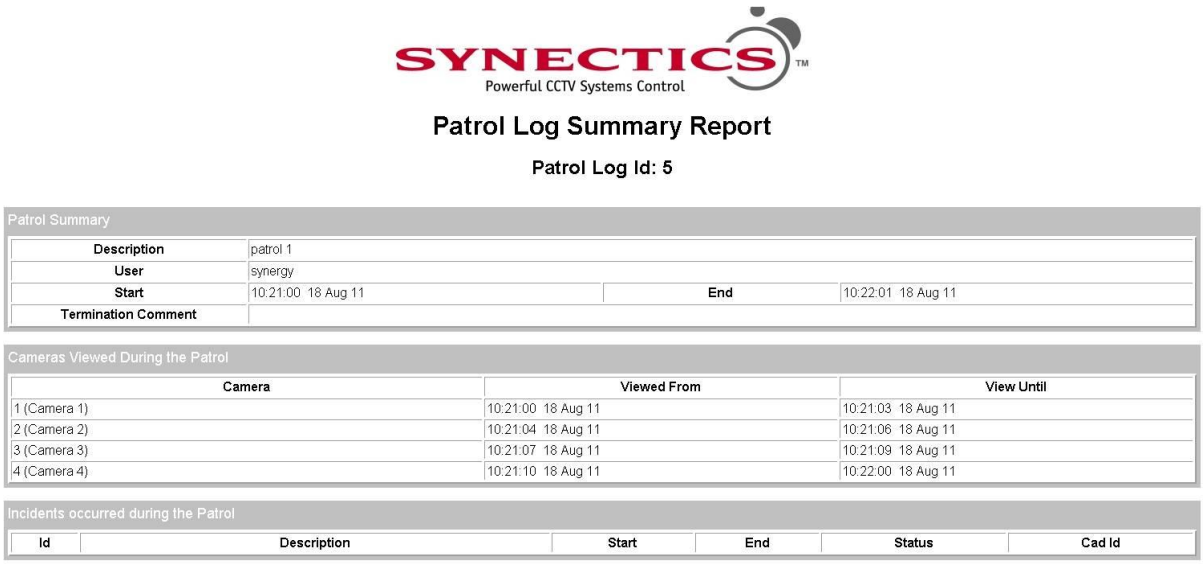



Select the time period for which you want to view patrol logs using the **From** and **To** buttons in the **Patrol Selection Parameters** pane.

To view the details of a specific log select it in the list and then click **Show Patrol Details**. A **Patrol Log Summary Report** is created; it is in html format and is displayed in Internet Explorer.




The **Output Summary** button creates a **Patrol Summary** report of all patrols in the selected time frame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# Patrol Summary

Summary of Patrols

| Id | User | Description | From Time | To Time |
|---|---|---|---|---|
| 1 | synergy | patrol 1 | 15/08/11 11:35 | 15/08/11 11:36 |
| 2 | synergy | patrol 1 | 17/08/11 14:58 | 17/08/11 15:01 |
| 3 | synergy | patrol 1 | 17/08/11 15:59 | 17/08/11 16:24 |
| 4 | synergy | patrol 1 | 18/08/11 09:16 | 18/08/11 09:52 |
| 5 | synergy | patrol 1 | 18/08/11 10:21 | 18/08/11 10:22 |


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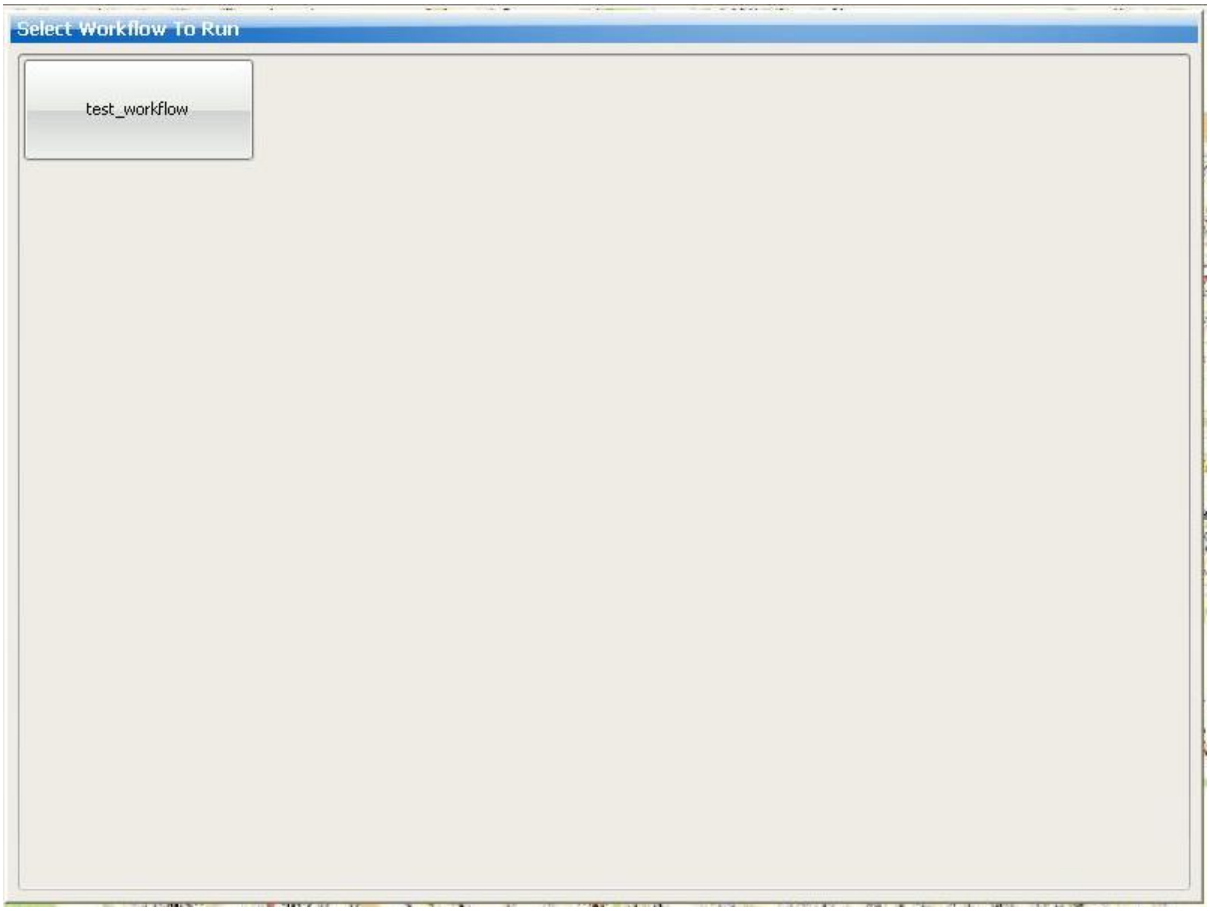
### 5.7.5 Start Workflow

The **Start Workflow** menu option launches the **Select Workflow to Run** dialog, which allows you to manually start a workflow. Typically though workflows are associated with alarm and are automatically started upon receipt of the associated alarm.




All available workflows are displayed as buttons in the dialog. To run a workflow, simply click the button. The **Select Workflow to Run** dialog will close and the workflow will be started.

Workflows are setup via **Menus->Setup->System Setup->Macros and Tours->Design Workflow**.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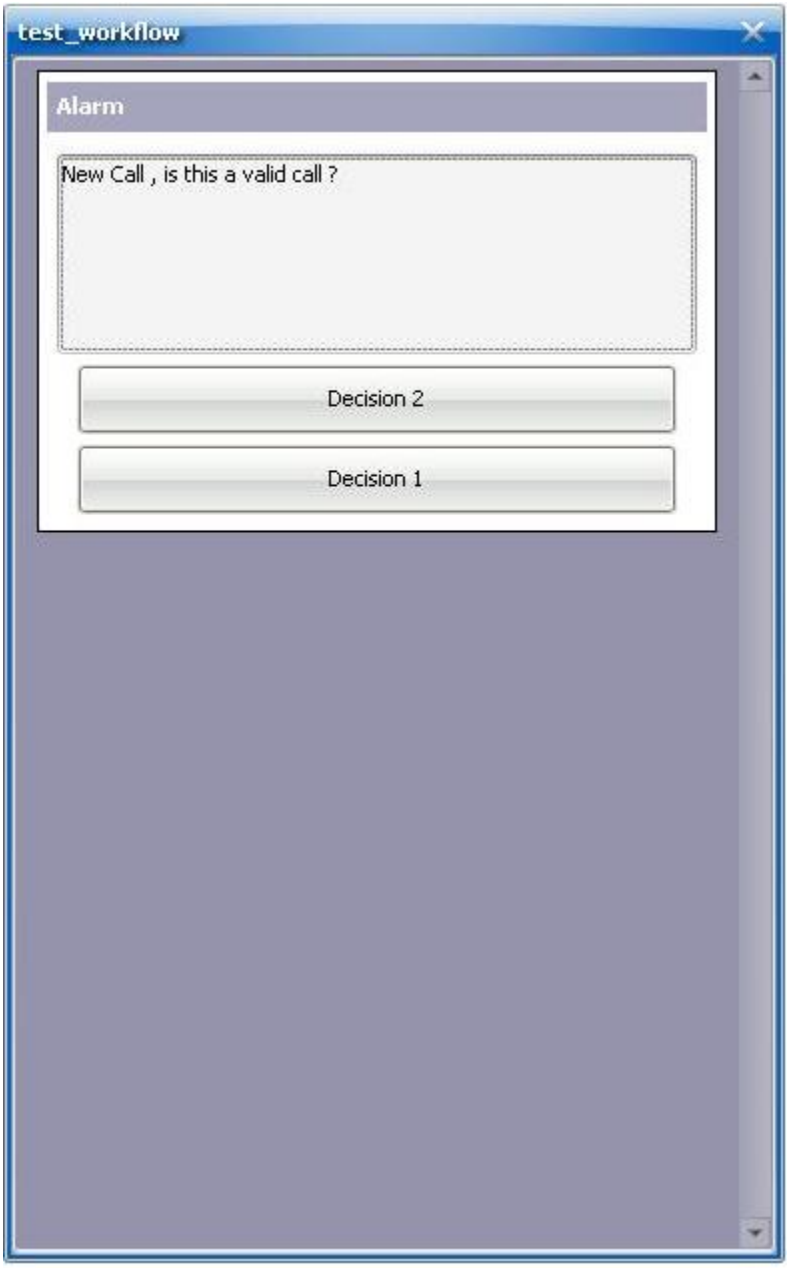
test_workflow
Alarm
New Call , is this a valid call ?
Decision 2
Decision 1

### 5.7.5.1 Checking Workflow Logs

To view workflow logs select **Menus->System Status->System Details->Workflow Logs**.

The **Workflow Logs** dialog pictured below is launched.


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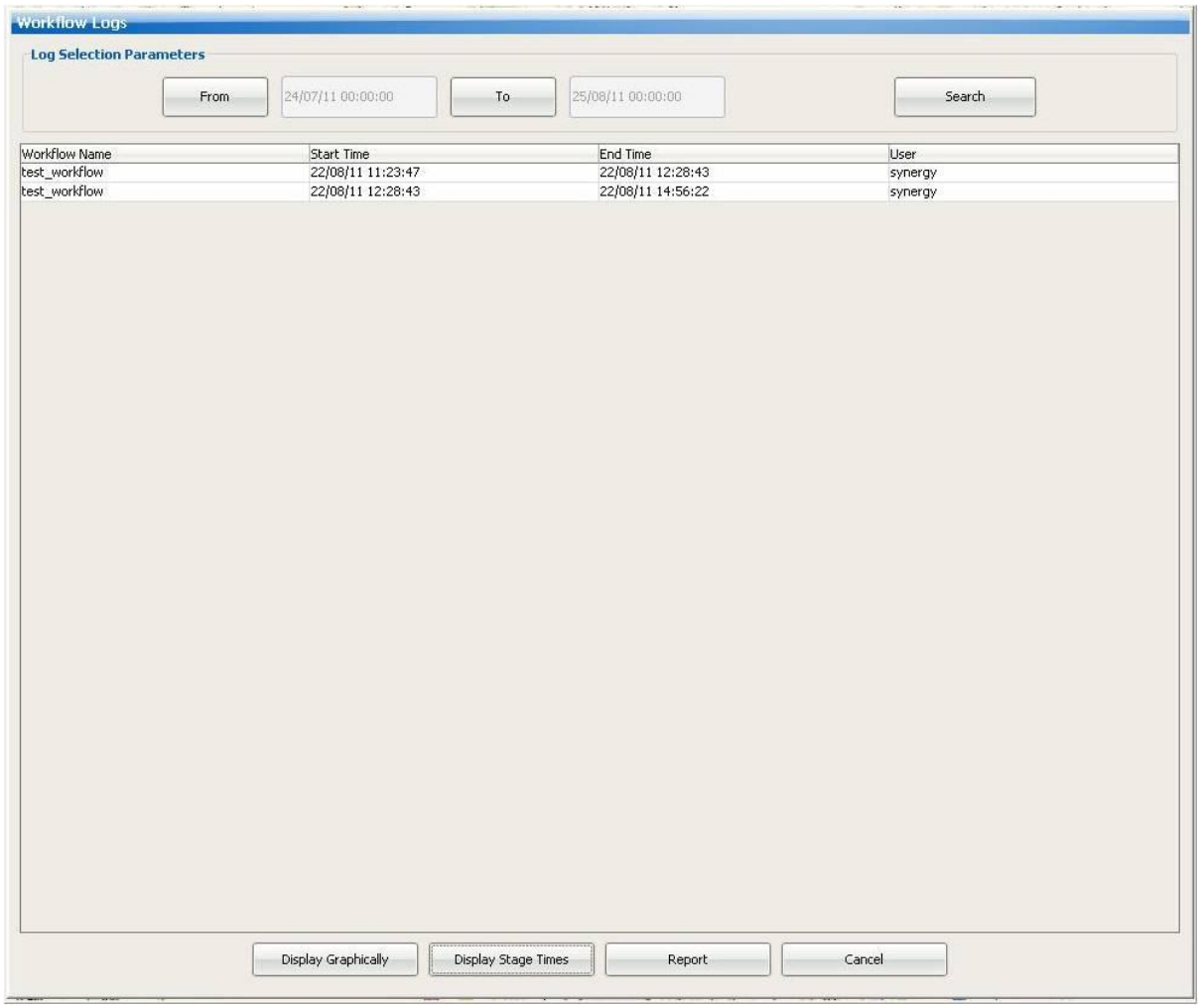
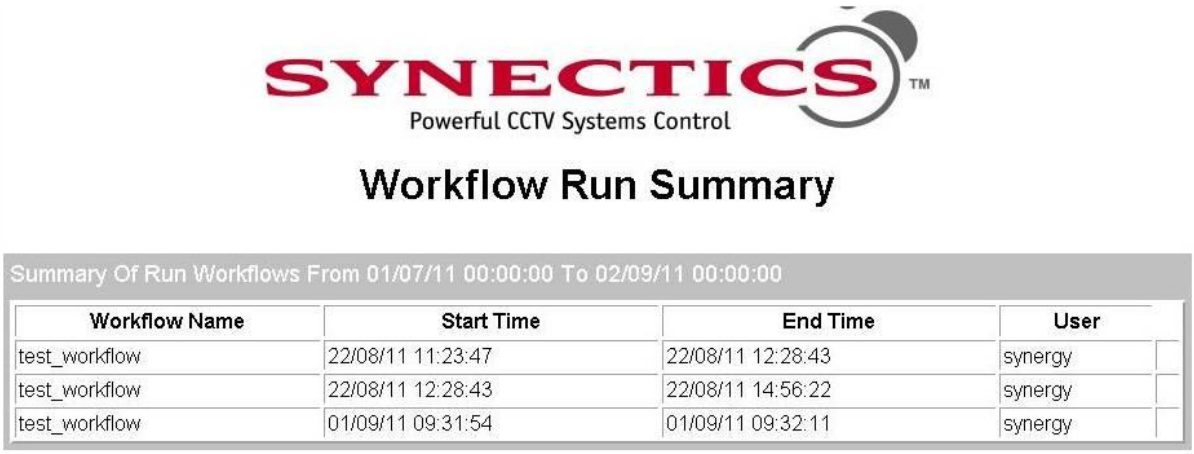
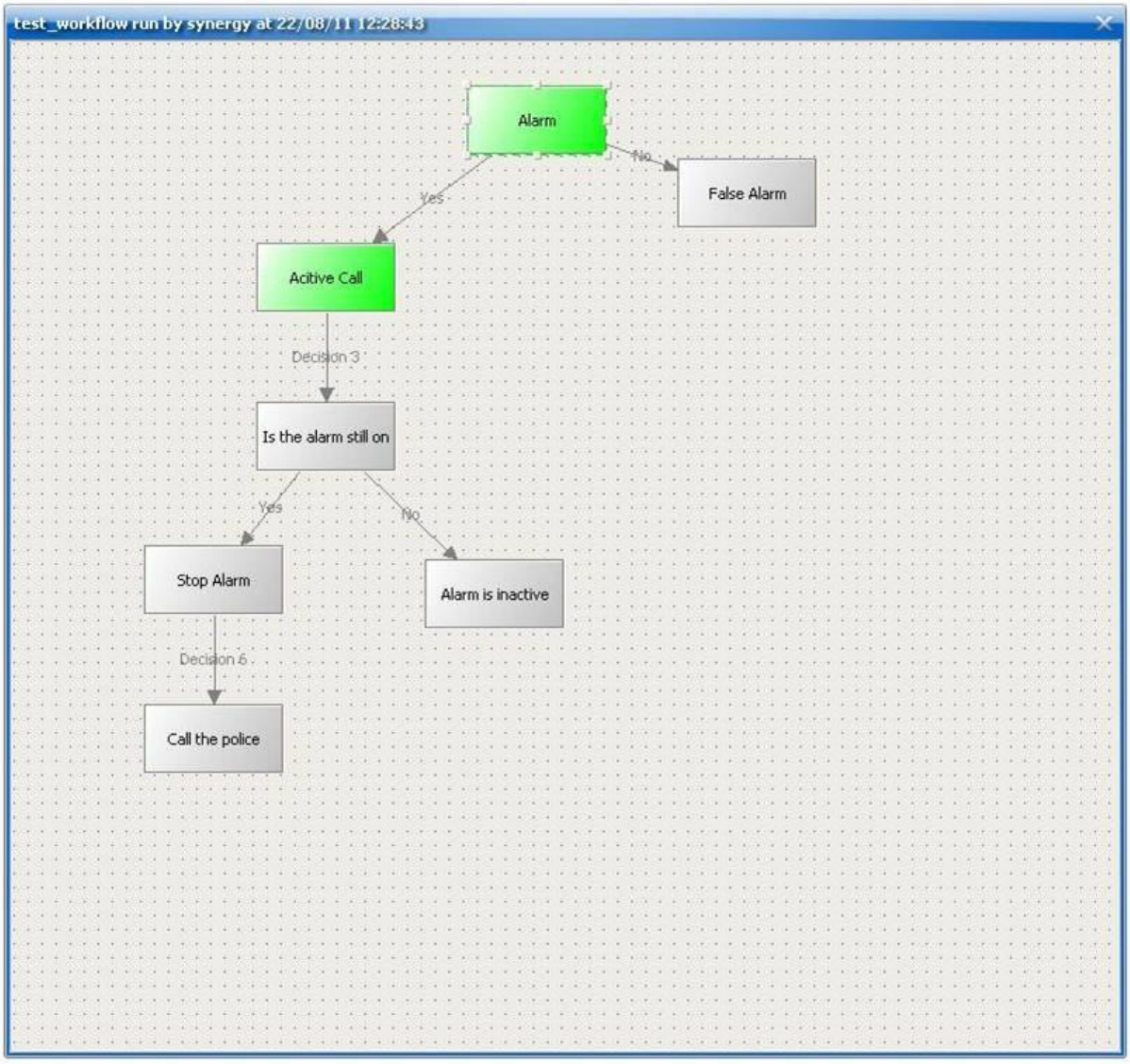



Select the time period for which you want to view workflow logs using the **From** and **To** buttons in the **Log Selection Parameters** pane.

The **Report** button produces a **Workflow Run Summary** report:




Select a log and click **Display Graphically** to see the details of the workflow:




The stages that have been completed are displayed in green.

You can also see the times stages have been completed at by clicking the **Display Stage Times** button.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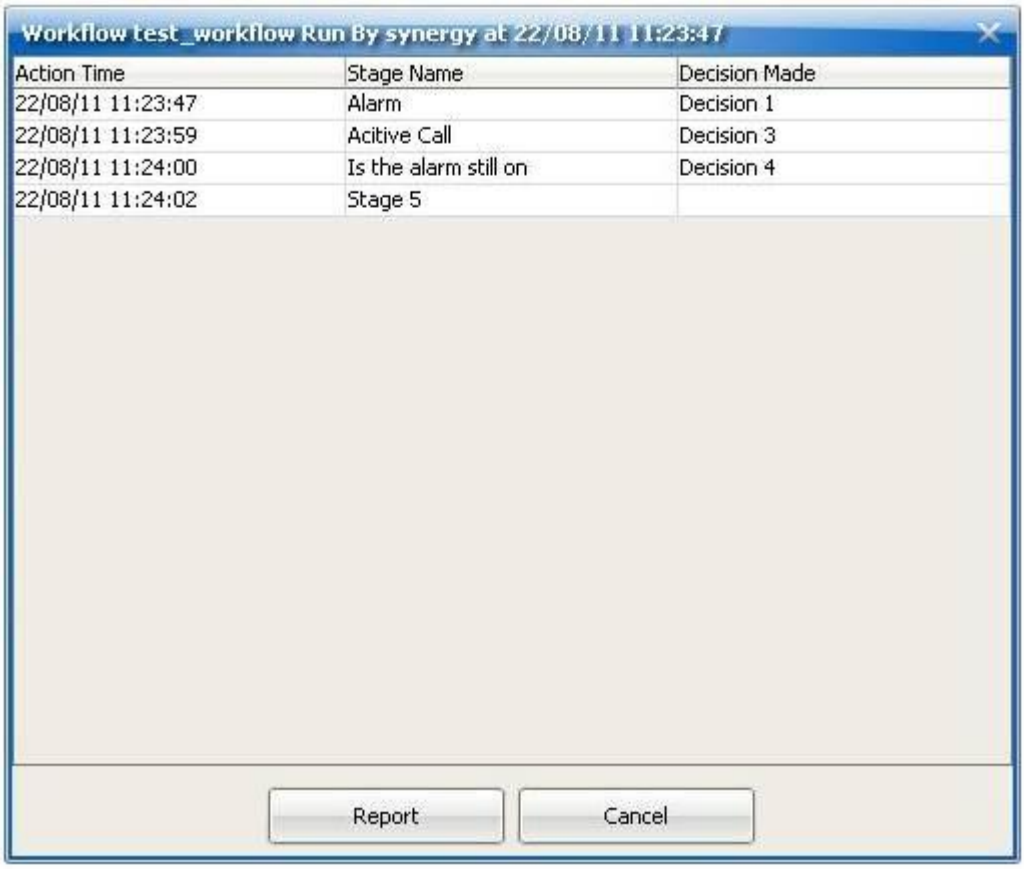


The **Report** button produces a **Workflow Run Detail** report:

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## Workflow Run Detail

Summary Of Workflow Run test_workflow By synergy at 01/09/11 09:31:54

| Action Time | Stage Name | Decision Made |
|---|---|---|
| 01/09/11 09:31:54 | Alarm | Yes |
| 01/09/11 09:31:59 | Acitive Call | Decision 3 |
| 01/09/11 09:32:02 | Is the alarm still on | Yes |
| 01/09/11 09:32:05 | Stop Alarm | Decision 6 |
| 01/09/11 09:32:06 | Call the police | |

### 5.7.6 Stop All

Selecting **Stop All** stops any currently running macros, tours, sequences and patrols.


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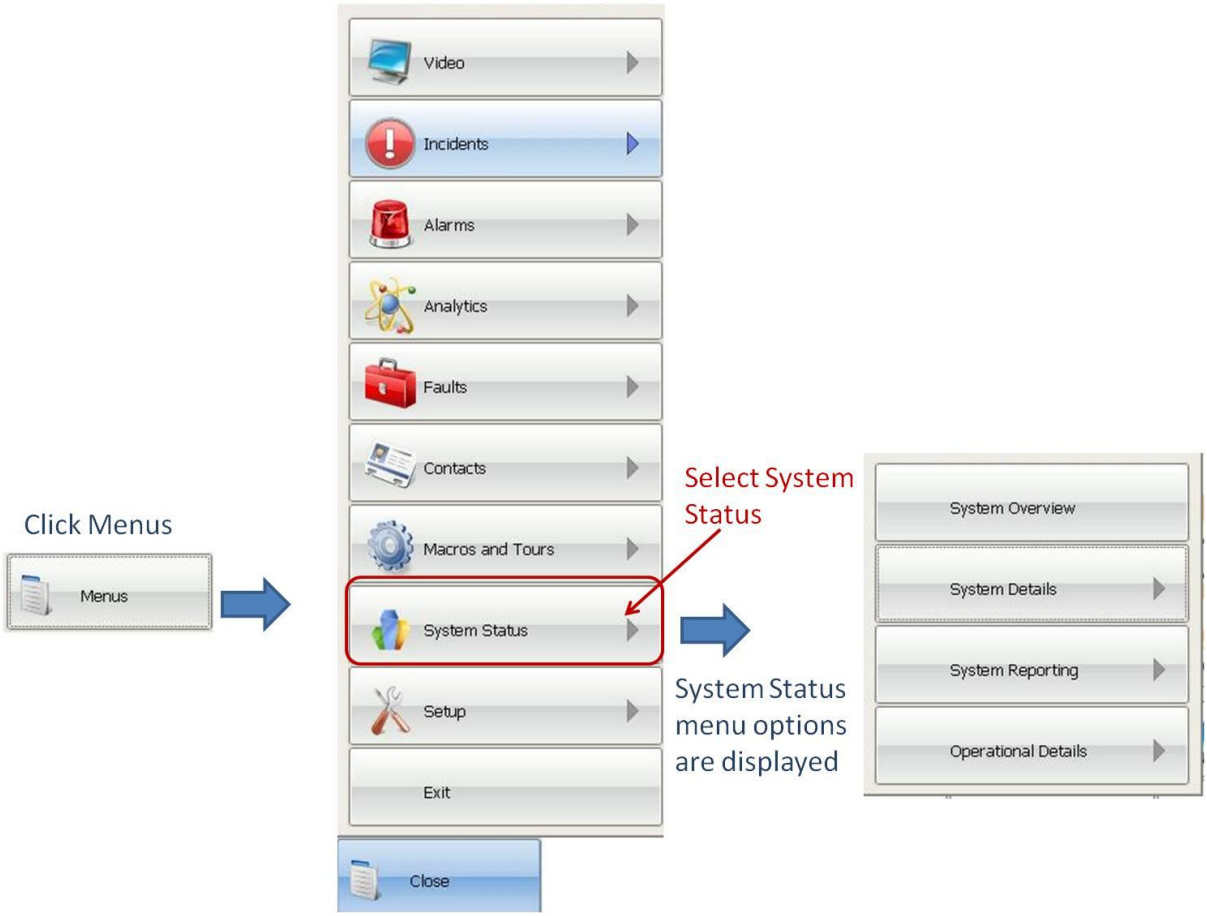
## 5.8 Analytics

The **Analytics** menu options are used only if you have purchased the Synectics I-SYNX product and are described in the I-SYNX User Manual

## 5.9 System Status Menu Options

The options under **System Status** are generally aimed at users with a higher level of authority and therefore you might not have access to some of the functions.

The **System Status** menu options are pictured below:




### 5.9.1 System Overview

The **System Overview** menu option launches the **System Status** dialog, which gives details of the current status of the entire Synergy system. This information is mainly for the use of managers and the System Administrator and is described in detail in chapter9.

### 5.9.2 System Details

The **System Details** menu option has several submenus: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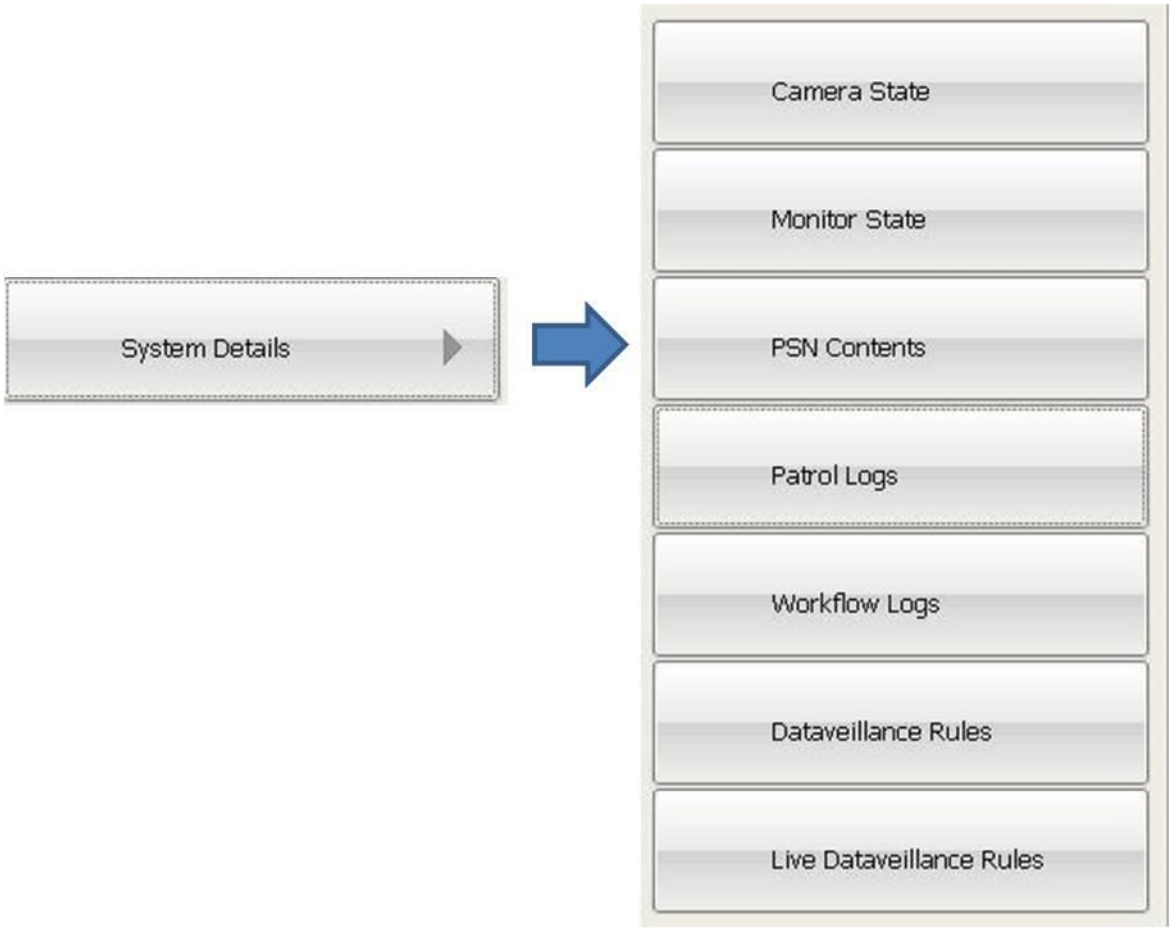



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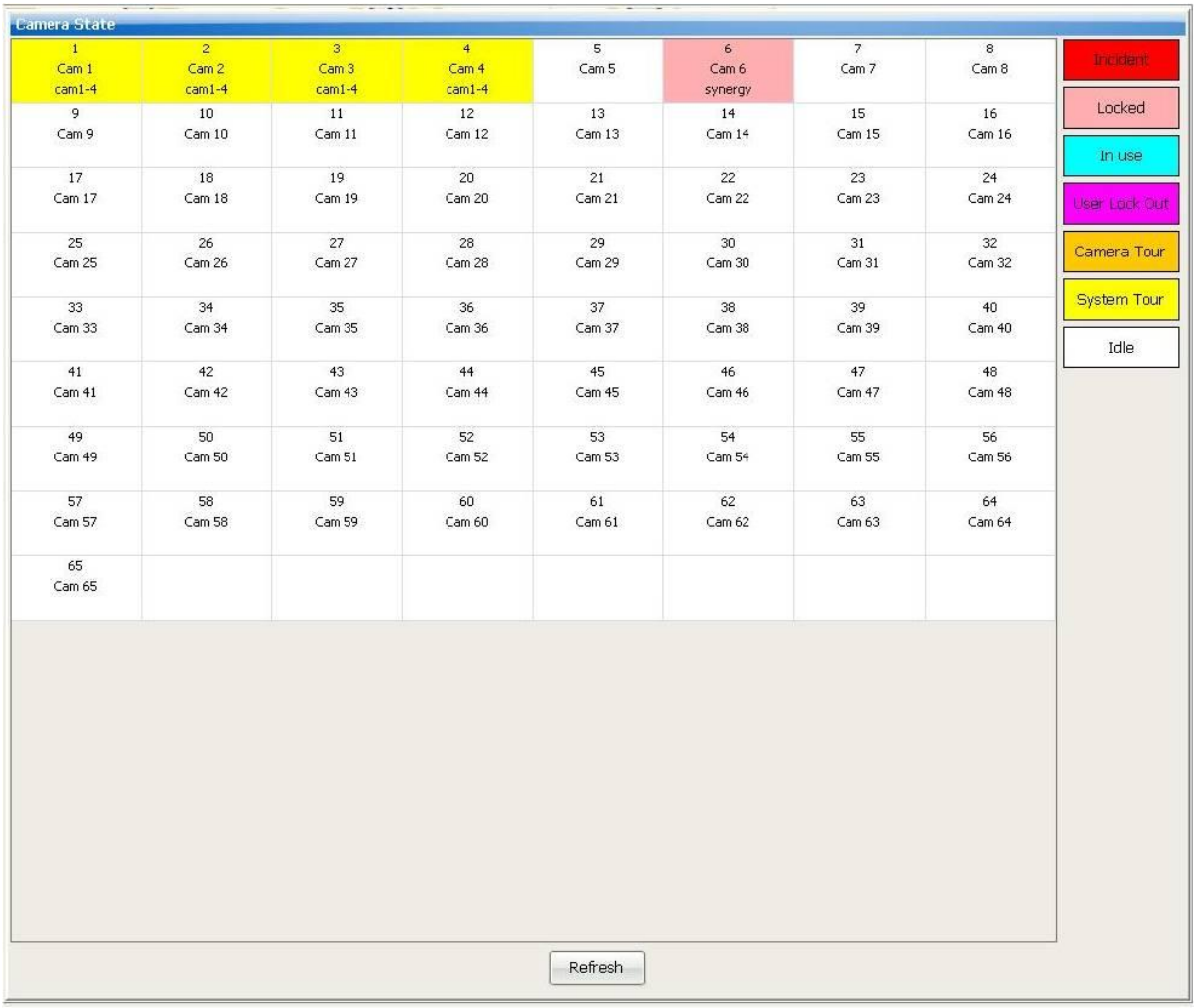
### 5.9.2.1 Camera State

Select **Camera State** to view the state of all cameras on the system:




The different states are indicated using the colours from the legend. In the screen shot above for example, Cameras 1 through 4 are currently on a tour (the name of the tour is cam1-4) and Camera 6 is locked by user synergy.

The **Refresh** button refreshes the display with the latest camera state information.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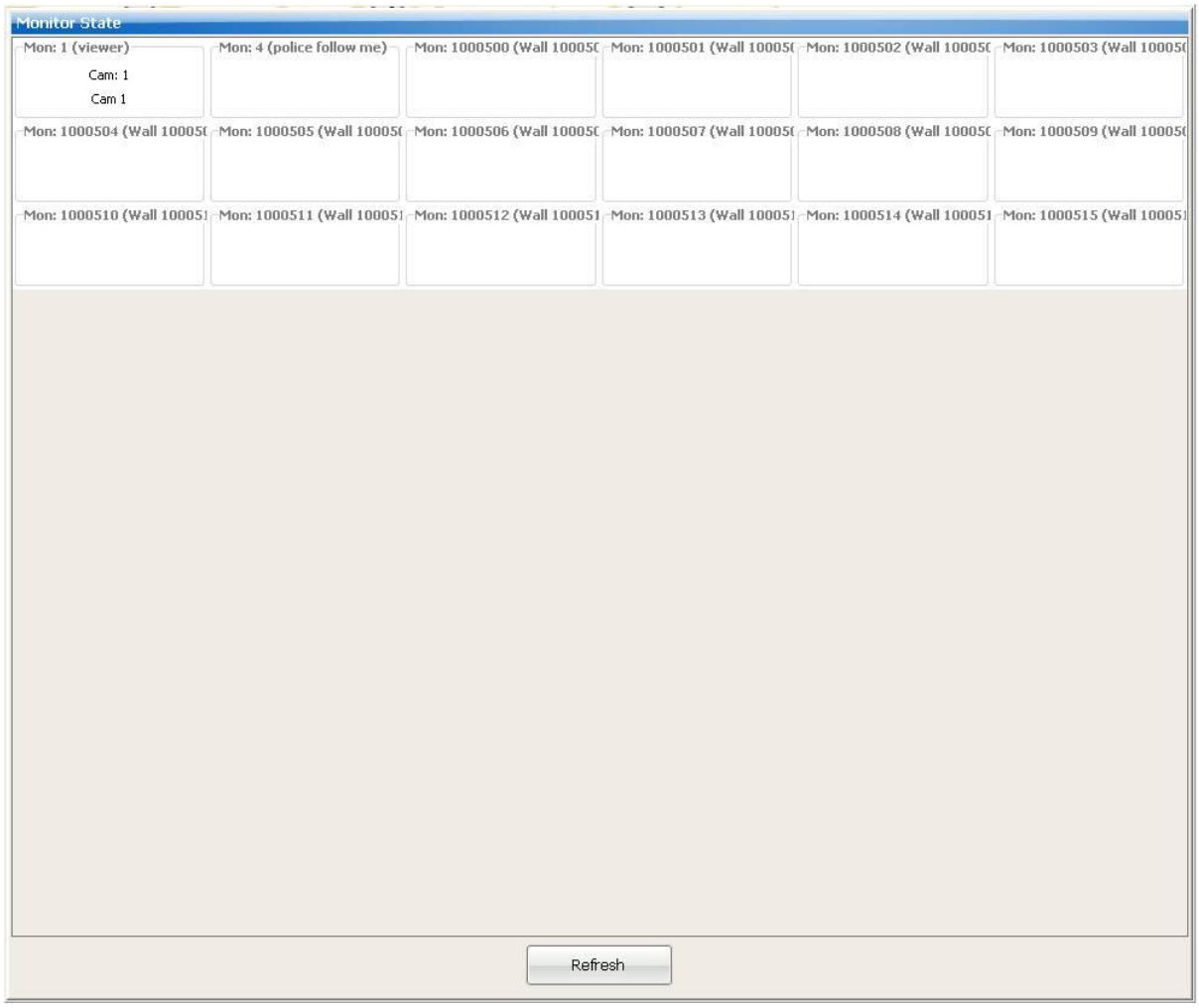
### 5.9.2.2 Monitor State

Select **Monitor State** to view the state of all monitors on the system:





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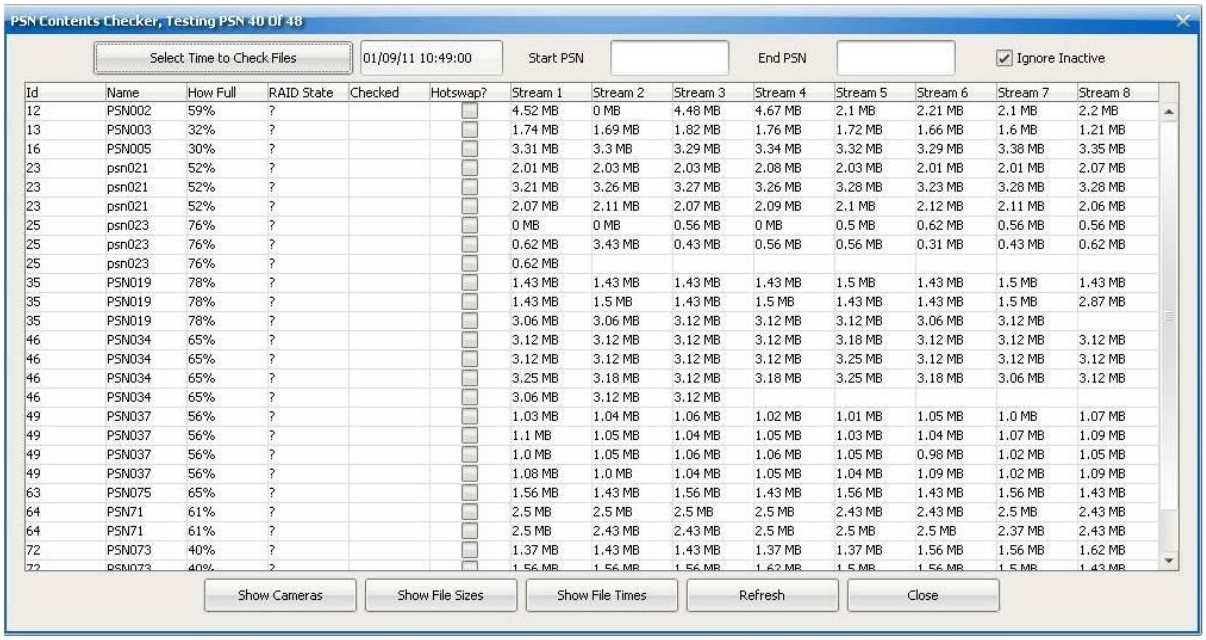
### 5.9.2.3 PSN Contents

The PSN menu option launches the PSN Contents Checker dialog, which shows a snapshot of the system health.




| Id | Name | How Full | RAID State | Checked | Hotswap? | Stream 1 | Stream 2 | Stream 3 | Stream 4 | Stream 5 | Stream 6 | Stream 7 | Stream 8 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 12 | PSN002 | 59% | ? | | | 4.52 MB | 0 MB | 4.48 MB | 4.67 MB | 2.1 MB | 2.21 MB | 2.1 MB | 2.2 MB |
| 13 | PSN003 | 32% | ? | | | 1.74 MB | 1.69 MB | 1.82 MB | 1.76 MB | 1.72 MB | 1.66 MB | 1.6 MB | 1.21 MB |
| 16 | PSN005 | 30% | ? | | | 3.31 MB | 3.3 MB | 3.29 MB | 3.34 MB | 3.32 MB | 3.29 MB | 3.38 MB | 3.35 MB |
| 23 | psn021 | 52% | ? | | | 2.01 MB | 2.03 MB | 2.03 MB | 2.08 MB | 2.03 MB | 2.01 MB | 2.01 MB | 2.07 MB |
| 23 | psn021 | 52% | ? | | | 3.21 MB | 3.26 MB | 3.27 MB | 3.26 MB | 3.28 MB | 3.23 MB | 3.28 MB | 3.28 MB |
| 23 | psn021 | 52% | ? | | | 2.07 MB | 2.11 MB | 2.07 MB | 2.09 MB | 2.1 MB | 2.12 MB | 2.11 MB | 2.06 MB |
| 25 | psn023 | 76% | ? | | | 0 MB | 0 MB | 0.56 MB | 0 MB | 0.5 MB | 0.62 MB | 0.56 MB | 0.56 MB |
| 25 | psn023 | 76% | ? | | | 0.62 MB | 3.43 MB | 0.43 MB | 0.56 MB | 0.56 MB | 0.31 MB | 0.43 MB | 0.62 MB |
| 25 | psn023 | 76% | ? | | | 0.62 MB | | | | | | | |
| 35 | PSN019 | 78% | ? | | | 1.43 MB | 1.43 MB | 1.43 MB | 1.43 MB | 1.5 MB | 1.43 MB | 1.5 MB | 1.43 MB |
| 35 | PSN019 | 78% | ? | | | 1.43 MB | 1.5 MB | 1.43 MB | 1.5 MB | 1.43 MB | 1.43 MB | 1.5 MB | 2.87 MB |
| 35 | PSN019 | 78% | ? | | | 3.06 MB | 3.06 MB | 3.12 MB | 3.12 MB | 3.12 MB | 3.06 MB | 3.12 MB | |
| 46 | PSN034 | 65% | ? | | | 3.12 MB | 3.12 MB | 3.12 MB | 3.12 MB | 3.18 MB | 3.12 MB | 3.12 MB | 3.12 MB |
| 46 | PSN034 | 65% | ? | | | 3.12 MB | 3.12 MB | 3.12 MB | 3.12 MB | 3.25 MB | 3.12 MB | 3.12 MB | 3.12 MB |
| 46 | PSN034 | 65% | ? | | | 3.25 MB | 3.18 MB | 3.12 MB | 3.18 MB | 3.25 MB | 3.18 MB | 3.06 MB | 3.12 MB |
| 46 | PSN034 | 65% | ? | | | 3.06 MB | 3.12 MB | 3.12 MB | | | | | |
| 49 | PSN037 | 56% | ? | | | 1.03 MB | 1.04 MB | 1.06 MB | 1.02 MB | 1.01 MB | 1.05 MB | 1.0 MB | 1.07 MB |
| 49 | PSN037 | 56% | ? | | | 1.1 MB | 1.05 MB | 1.04 MB | 1.05 MB | 1.03 MB | 1.04 MB | 1.07 MB | 1.09 MB |
| 49 | PSN037 | 56% | ? | | | 1.0 MB | 1.05 MB | 1.06 MB | 1.06 MB | 1.05 MB | 0.98 MB | 1.02 MB | 1.05 MB |
| 49 | PSN037 | 56% | ? | | | 1.08 MB | 1.0 MB | 1.04 MB | 1.05 MB | 1.04 MB | 1.09 MB | 1.02 MB | 1.09 MB |
| 63 | PSN075 | 65% | ? | | | 1.56 MB | 1.43 MB | 1.56 MB | 1.43 MB | 1.56 MB | 1.43 MB | 1.56 MB | 1.43 MB |
| 64 | PSN71 | 61% | ? | | | 2.5 MB | 2.5 MB | 2.5 MB | 2.5 MB | 2.43 MB | 2.43 MB | 2.5 MB | 2.43 MB |
| 64 | PSN71 | 61% | ? | | | 2.5 MB | 2.43 MB | 2.43 MB | 2.5 MB | 2.5 MB | 2.5 MB | 2.37 MB | 2.43 MB |
| 72 | PSN073 | 40% | ? | | | 1.37 MB | 1.43 MB | 1.43 MB | 1.37 MB | 1.37 MB | 1.56 MB | 1.56 MB | 1.62 MB |
| 72 | PSN073 | 40% | ? | | | 1.56 MB | 1.56 MB | 1.56 MB | 1.62 MB | 1.5 MB | 1.56 MB | 1.5 MB | 1.43 MB |

Use the **Show Cameras**, **Show File Sizes** and **Show File Times** buttons to select the information displayed for the streams.

### 5.9.2.4 Patrol Logs

The **Patrol Logs** menu option allows you to view patrol logs as described in section 5.7.4.1.

### 5.9.2.5 Workflow Logs

The **Workflow Logs** menu option allows you to view workflow logs as described in section 5.7.5.1.

## 5.9.3 System Reporting

The **System Reporting** option allows you to access the reporting functionality in Synergy, which is described in detail in chapter 7.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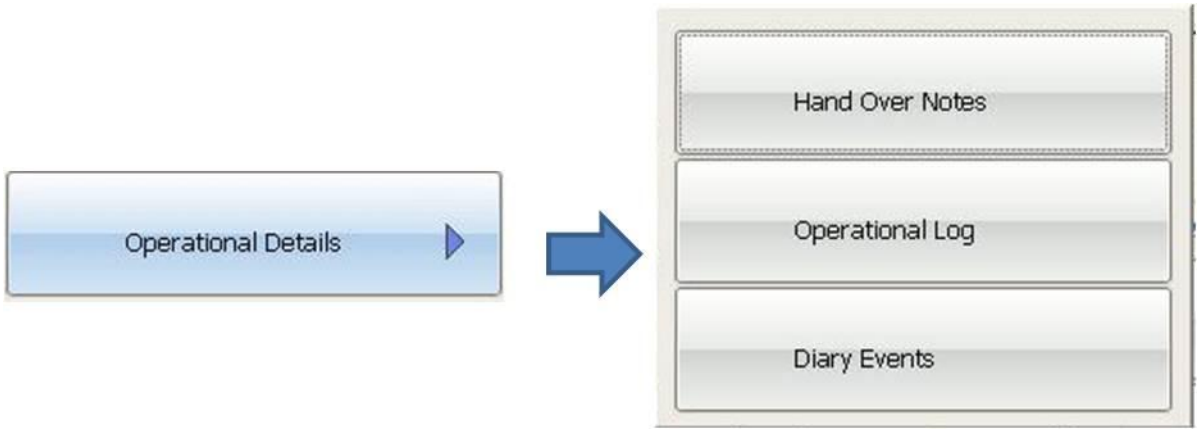
### 5.9.4 Operational Details

The **Operational Details** menu option has several submenus:





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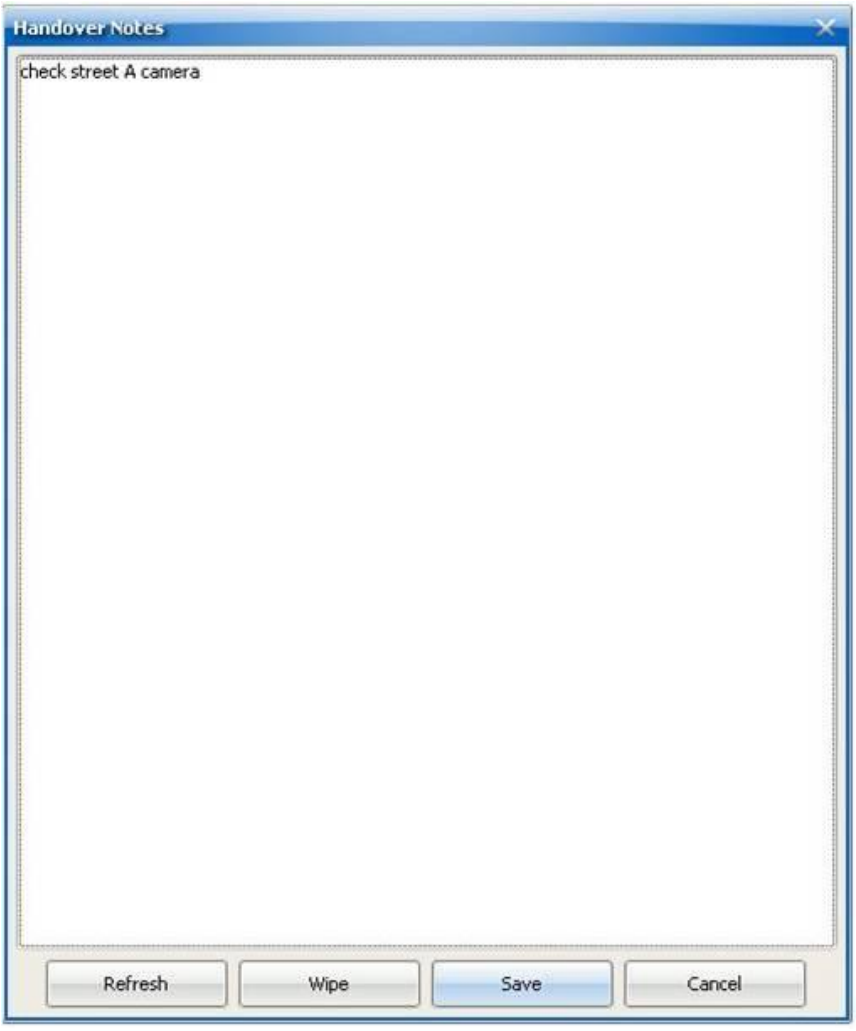
#### 5.9.4.1 Hand Over Notes

The **Hand Over Notes** option allows the current operator to leave a note for subsequent operators. This can be for example information about something that happened during a shift and needs to be checked by the operator in the next shift.

The **Handover Notes** screen with the note on it is automatically launched when the next operator logs on.




The note will continue to be displayed to subsequent operators until it is wiped via the **Wipe** button.

To leave a new note type it in and then click **Save**.

#### 5.9.4.2 Operational Log

The **Operational Log** feature in Synergy allows users to add entries regarding daily operations that other users need to be aware of. For example if a certain block of camera numbers were being disconnected for maintenance for a day the surveillance officer would be able to add this information to the **Operational Log** to inform the next officer on shift of the maintenance work. The **Operational**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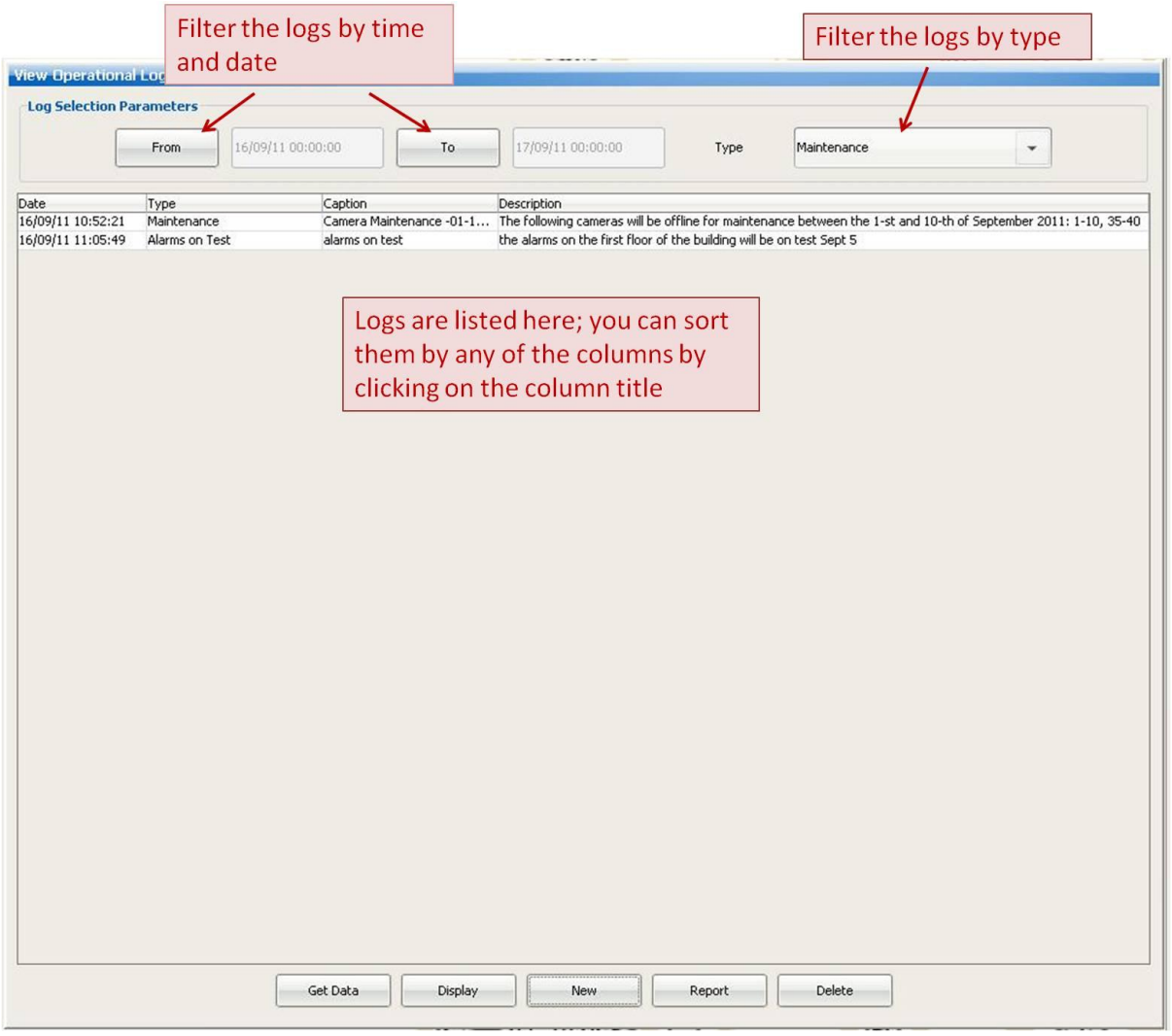
**Log** stores this information until a user with sufficient privileges removes it. Therefore if there is a lot of information that hasn't been removed and the user needs to find a particular entry they can filter the **Operational Log** to find an entry from a particular time period and type.

The **Operational Log** menu option launches the **View Operational Log** dialog.




Using the options in the **Log Selection Parameters** area you can filter the logs by date and time and/or type.

Operational Log types are set via **Menus->Setup->System Setup->System Properties->Setup Operational Log Types.**

By clicking on the column title buttons you can sort the displayed list by date, type, caption or description.

To create a new log, click the **New** button. The **View Operational Log Entry** dialog is launched: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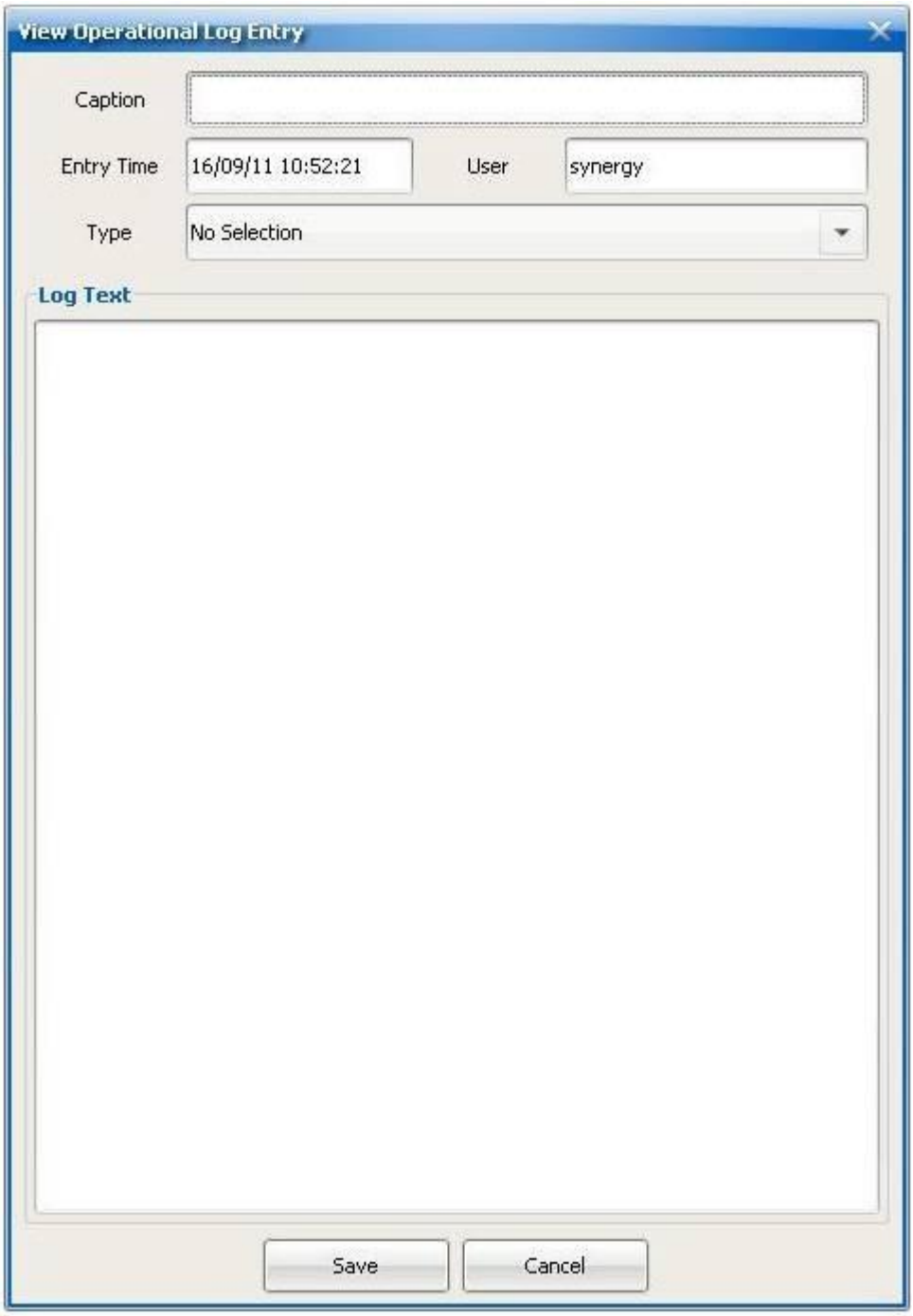


In it enter a **Caption** for the log, select a **Type** and then type in the description in the **Log Text** area. Click Save when finished.

To view the details of a log entry, select it in the list and click Display. The **View Operational Log Entry** dialog is launched populated with all the details for the log entry:


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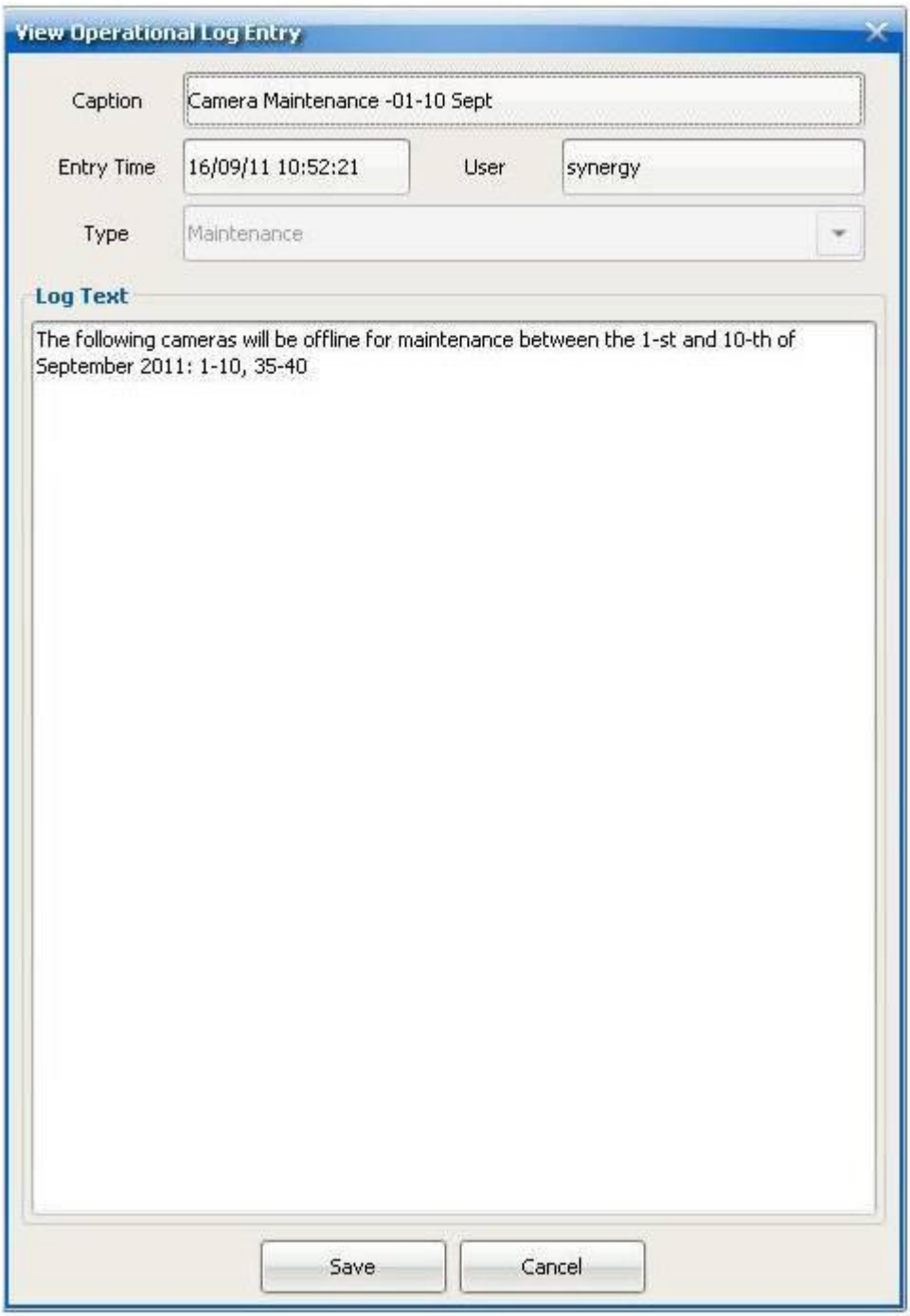


You can modify the details if required; then click **Save** to save your changes.

You can delete a log entry (provided you have the required permission) by selecting it and then clicking **Delete**.

To generate **Summary of Operational Logs** report in html format, click the **Report** button. You can then print or e-mail the report as needed.


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SYNECTICS
Powerful CCTV Systems Control
Summary of Operational Logs
Summary Of Operational Logs From 16/09/11 00:00:00 To 17/09/11 00:00:00
Date
Type
Caption
Description
16/09/11 10:52:21
Maintenance
Camera Maintenance - 01-10 Sept
The following cameras will be offline for maintenance between the 1-st and 10-th of September 2011: 1-10, 35-40
16/09/11 11:05:49
Alarms on Test
alarms on test
the alarms on the first floor of the building will be on test Sept 5

#### 5.9.4.3 Diary Events

The **Diary Events** are used for the scheduling of tasks for future reminder for yourself or if you have supervisor privileges for any User on the system.

When creating a task for the Diary a task title is required, the user or user group it's going to be pushed to and a required due date.

Extended comments and further details can then be added at the bottom of the diary event.

Advanced features include adding external data files, linking to synergy contacts and Fault tracking.


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## 5.10 Local Setup

The **Local Setup** menu options are pictured below:

### 5.10.1 Change Password

The **Change Password** option allows you to change your password:


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Change Password
Old Password
New Password
Repeat New
Ok
Cancel
Shirley
Shirley Park
Nursery
Touch Screen Keyboard
1 2 3 4 5 6 7 8 9 0 Back
Tab Q W E R T Y U I O P
Caps A S D F G H J K L
Z X C V B N M

Type in the required information either using the on-screen keyboard or a standard keyboard and click OK. If all information was correctly supplied your password will be changed.

By default when a new user account is created the password is set to be the same as the user name. When a new user logs on for the first time they will be forced to change their password.

### 5.10.2 Reset User Buttons

The **Reset User Buttons** option is described in section 4.9.1.

### 5.10.3 Set Favourite Macros

The **Set Favourite Macros** option is described in section 5.7.2.

### 5.10.4 Joystick Calibration

The **Joystick Calibration** option is used to calibrate the Navigator joystick; select the option and follow the on screen instructions.


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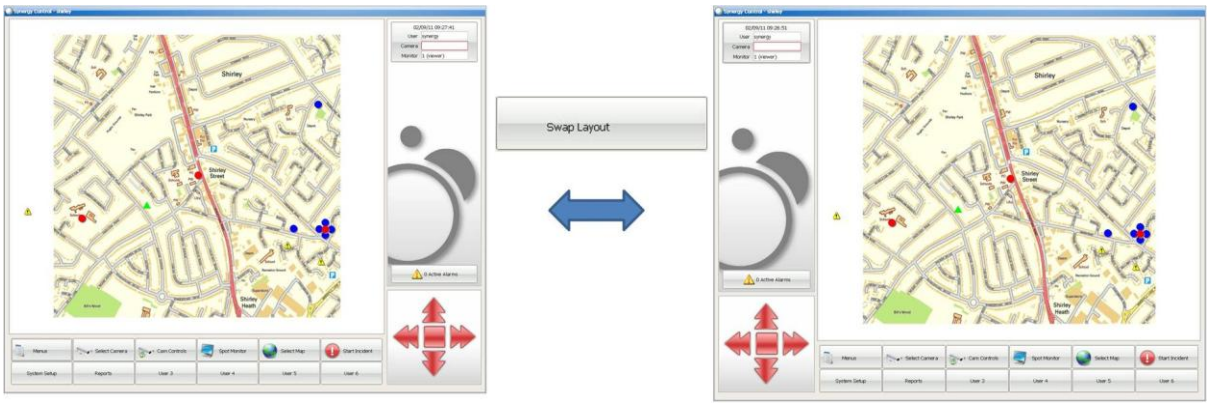
### 5.10.5 Swap Layout

The **Swap Layout** option swaps the positions of the **Map** and **Information and Events** panes.




### 5.10.6 Toggle Preset Grid

If presets have been setup on the map the **Toggle Preset Grid** option toggles them between showing and hidden.

### 5.10.7 Camera Number Pad

The **Camera Number Pad** option launches the Select Monitor/Camera pad.

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Use the pad to enter a camera or monitor number you want to switch to and click **Enter** to confirm. To select whether you are typing a camera or a monitor number use the **Cam** and **Mon** buttons.

### 5.10.8 Change Look and Feel

The **Change Look and Feel** option allows you to select between a number of different looks for the Synergy software.

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# 6 Synergy Incident Handling and Management

Synergy Incident Management is a powerful and configurable way of managing the information flow for video of interest with the control room or site. The workflow process allows management to gather all site specific information required and use that in conjunction with powerful reporting and search tools to manage the evidence through its operational life into Evidence Storage and Evidence Production.

## 6.1 Incident Activity

You can perform various incident related activities from the **Incident Activity** dialog. It is launched by pressing the **Incidents** button at the bottom of the **Synergy Viewer**.

Selecting options in the dialog allows you to perform incident related tasks as described in the following sections.

If you wish to close the dialog click the **Close** option.


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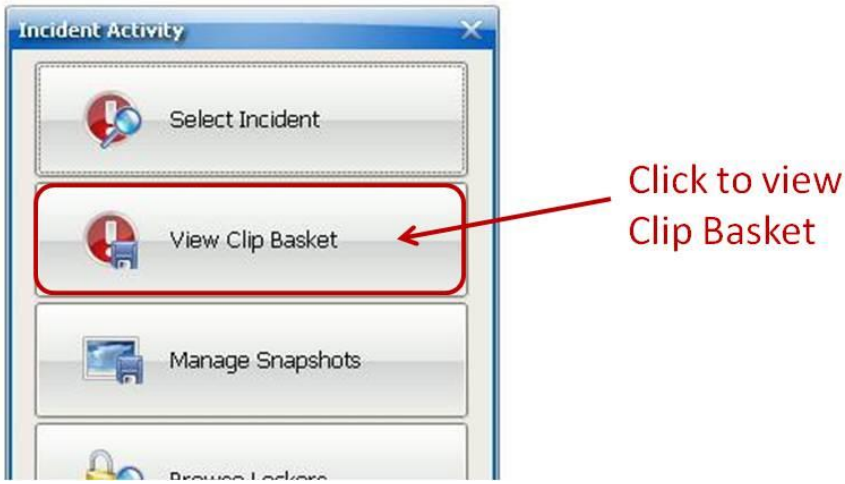
## 6.2 Saving Clips as an Incident

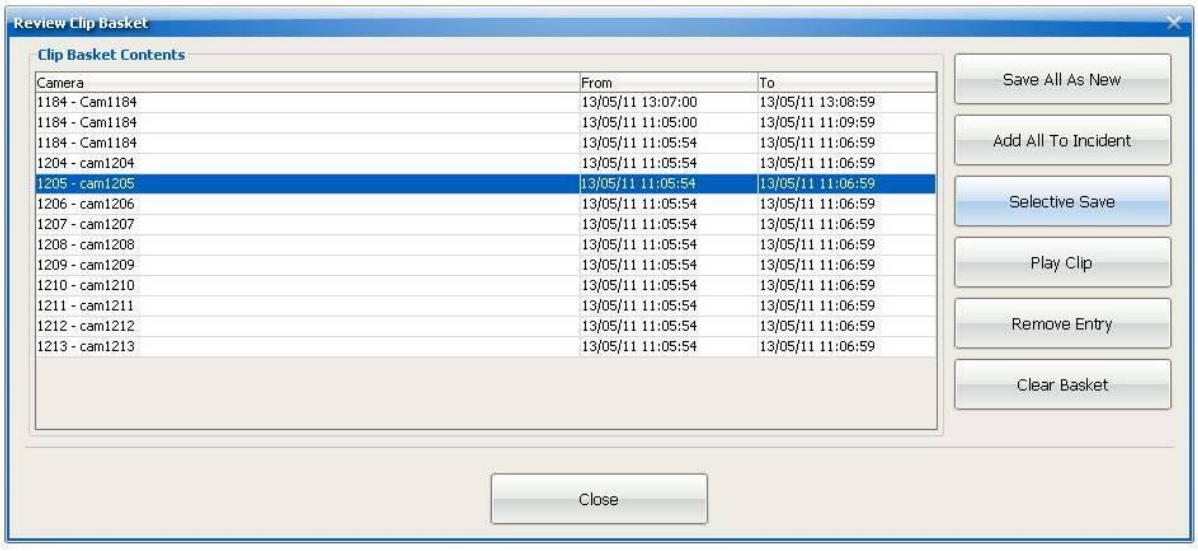
You can save clips that are in the clip basket as new incidents, or you can add them to an existing incident.

See sections 2.4.1 and 2.4.2 for details on adding clips to the basket and options for viewing the clip basket.

You can also view the clip basket by clicking the selecting **View Clip Basket** in the **Incident Activity** dialog.




The **Review Clip Basket** dialog is launched:




All currently available clips are displayed in the **Clip Basket Contents** list. From this dialog you can remove clips, play clips and save clips to incidents.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### 6.2.1 Save All Clips as a New Incident

If you wish to save all clips currently in the clip basket as a new incident select **Save All As New** in the **Review Clip Basket** dialog.

Alternatively if you click on the **Add to Clip Basket** button and select **Save All Clips** from the context menu.

The **Enter Incident Details To Save** dialog is displayed:

Select an **Incident Type** from the drop down list.

Enter a description of the incident in the **Description Of Incident** field. You should enter a description that will allow the incident to be easily identified by other users. This allows easier maintenance of incident information in the incident locker. . The description you enter is listed in the **View Locker Contents –Incident Locker** dialog box; see 6.7.


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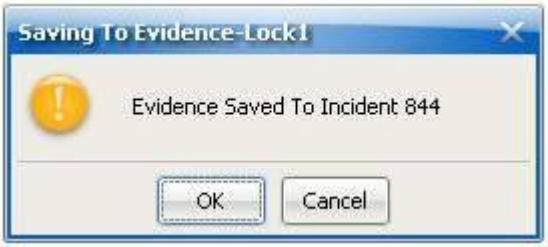
Select **OK** when finished. You will have to select the locker in which the incidents should be saved from the **Select Locker** dialog that is displayed:

Click on the locker you want to save the incident in. The incident is saved and a confirmation message is displayed:




Click **OK** to close the message.

The above message does not necessarily mean that all footage was successfully saved. You should check the **Information and Events** pane of the **Synergy Control** screen for further messages as described below.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If all footage is successfully saved to the locker a message icon confirming this is displayed in the **Information and Events** pane of the **Synergy Control** screen:

Click on the message to validate the save. You will see the following message:

The following transaction record is also added to the incident:

'Validation Complete. All files for the incident Successfully loaded'

You can view the transactions for an incident on the **Transactions** tab of the **Incident Details** dialog; see 6.6.6.

Performing the validation and having the transaction record for this is particularly important should the incident be used as evidence.

If the saving fails a message is displayed in the **Information and Events** pane:

You can click on it to find further details of the reason for the save fail.

The footage may not have been saved into the incident locker for various reasons, for example due to lack of space on the Evidence Locker where the incidents are stored. In this instance check space usage in the Manage lockers menu. To increase the space on the incident locker, you can remove some of the listed incidents on the locker. If you think sufficient space is available please contact your system installer.


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### 6.2.2 Add All Clips to Incident

To add all clips that are currently in the clip basket to an existing incident open the **Review Clip Basket** dialog and select **Add All To Incident**.

A dialog box is displayed allowing you to select between saving the clips as a new incident or existing incident:

Select Incident for Saved Footage
Which Incident do you wish to save the data into?
New Incident
Existing Incident
Cancel

If you select New Incident you'll be able to save the clips to a new incident as described in the previous section.

Select **Existing Incident** to add the clips to an incident.

If you have a current incident you can then select whether to add them to the current incident or to a different one in the **Select Incident for Saved Footage** dialog:

Select Incident for Saved Footage
Save video to Current Incident 844 Or Find Other Incident?
Current Incident
Find Other Incident
Cancel

The number of the current incident is displayed in the dialog.

If you select **Find Other Incident** the **Review Incidents** dialog (described in detail in section 6.5) is displayed. In it find the incident you want to add the evidence to and click **OK**. The **Incident Amendment Warning** is displayed.

If you select **Current Incident** the **Incident Amendment Warning** is displayed.

Click OK to close the message. The **Manage Evidence For Incident** dialog is displayed.


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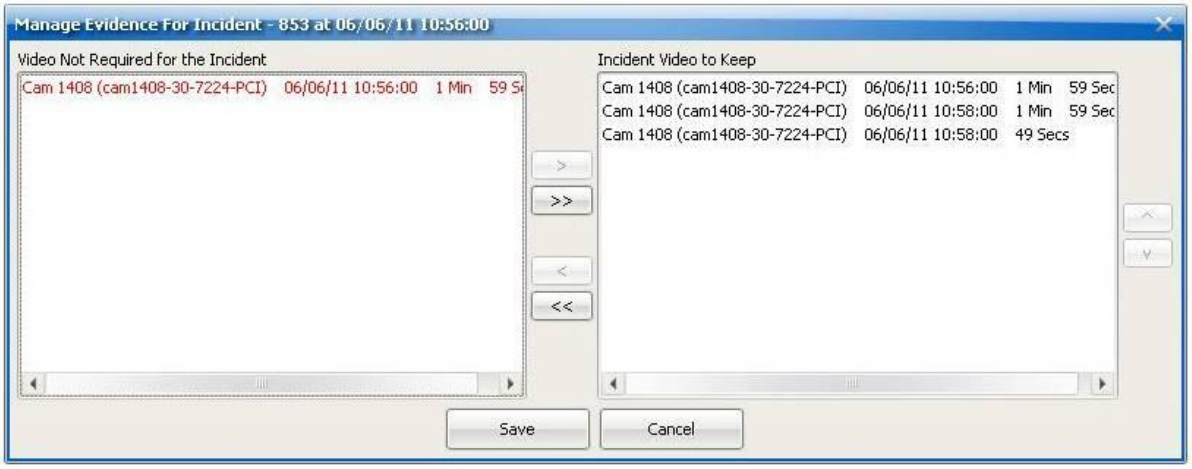

Manage Evidence For Incident - 853 at 06/06/11 10:56:00
Video Not Required for the Incident
Cam 1408 (cam1408-30-7224-PCI) 06/06/11 10:56:00 1 Min 59 Se
Incident Video to Keep
Cam 1408 (cam1408-30-7224-PCI) 06/06/11 10:56:00 1 Min 59 Sec
Cam 1408 (cam1408-30-7224-PCI) 06/06/11 10:58:00 1 Min 59 Sec
Cam 1408 (cam1408-30-7224-PCI) 06/06/11 10:58:00 49 Secs
>
>>
<
<<
Save
Cancel

There are two lists in the dialog:
**Video Not Required for the Incident** – clips in this list will not be added to the incident
**Incident Video to Keep** – clips in this list will be saved to the incident.

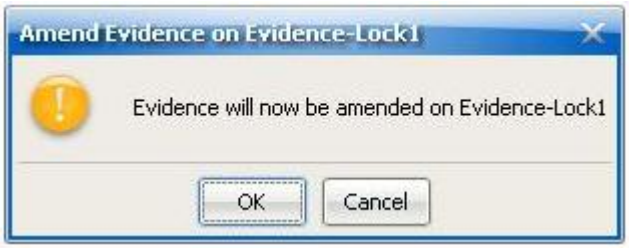
Clips already saved in the incident are displayed in red.

Use the button to add clips to the list of **Incident Video to Keep** or the button to add all clips.

Use the buttons to move clips from the list of video to keep back to the list of **Video Not Required for the Incident**.

You can arrange the order of the **Incident Video to Keep** by using the buttons.

Once you have selected all clips to save click **Save**. A message informing you the contents of the locker will be changes is displayed:




Click **OK** to add the clips to the incident.

The above message does not necessarily mean that all footage was successfully saved. You should check the **Information and Events** pane of the **Synergy Control** screen for further messages as described below.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If all footage is successfully saved to the locker a message icon confirming this is displayed in the **Information and Events** pane of the **Synergy Control** screen:

Click on the message to validate the save. You will see the following message:

The following transaction record is also added to the incident:

'Validation Complete. All files for the incident Successfully loaded'

You can view the transactions for an incident on the **Transactions** tab of the **Incident Details** dialog; see 6.6.6.

Performing the validation and having the transaction record for this is particularly important should the incident be used as evidence.

If the saving fails a message is displayed in the **Information and Events** pane:

You can click on it to find further details of the reason for the save fail.

The footage may not have been saved into the incident locker for various reasons, for example due to lack of space on the Evidence Locker where the incidents are stored. In this instance check space usage in the Manage lockers menu. To increase the space on the incident locker, you can remove some of the listed incidents on the locker. If you think sufficient space is available please contact your system installer.

### 6.2.3 Selective Save

The **Selective Save** button works the same way as **Add All to Incident**.


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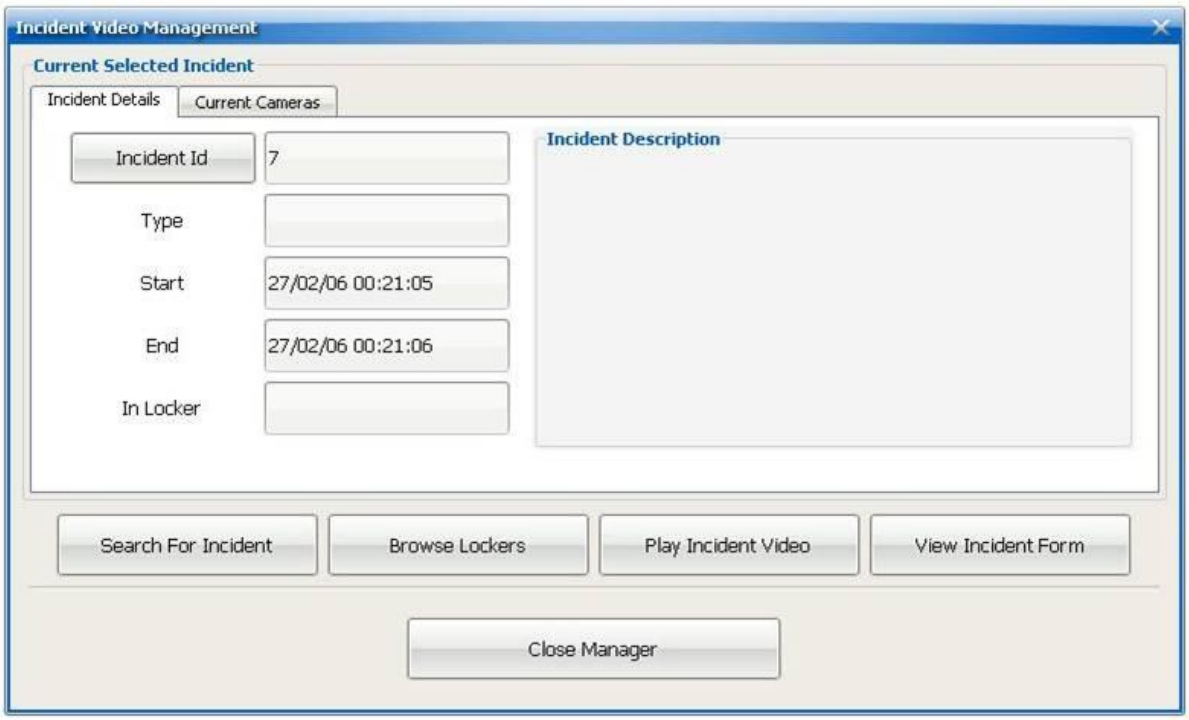
## 6.3 Incident Video Management

The **Incident Video Management** dialog allows you to review the details of an incident and play the video associated with the incident.

The **Incident Video Management** dialog is launched by selecting the **Select Incident** option in the **Incident Activity** dialog.




You can select the incident you wish to view by pressing the **Incident Id** button and entering an id in the **Enter Incident Id** dialog:

You can also select an incident by pressing **Search For Incident** and then selecting an incident in the **Review Incidents** dialog (described in section 6.5).

The **Incident Details** tab (pictured above) displays the **Type**, **Start**, **End**, **In Locker** and **Incident Description** for the selected incident.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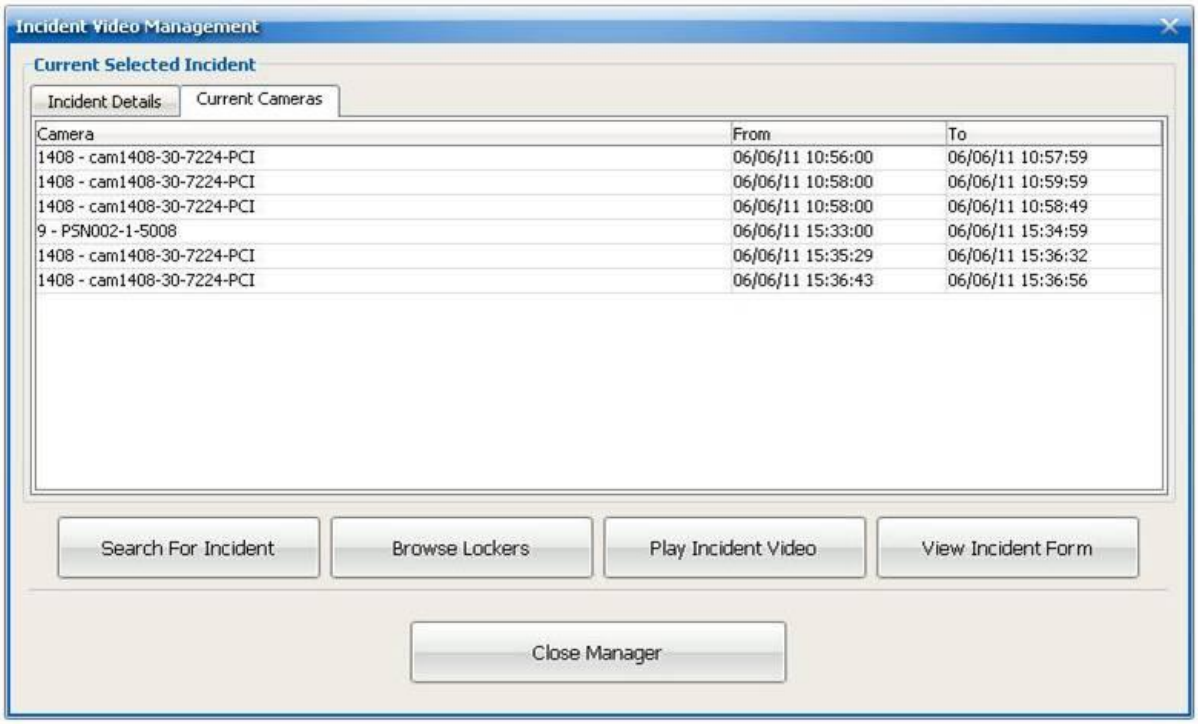
The **Current Cameras** tab displays the **Camera** and **From** and **To** for this camera for each clip in the incident:




You can play all the clips by clicking the **Play Incident Video** button. Or to play a specific clip select it in the list on the **Current Cameras** tab, then press **Play Incident Video**. When you select **Play Incident Video** the viewer changes to **Incident View** (described in section 6.14).

The **Browse Lockers** button works the same as the **Browse Lockers** button on the **Incident Activity** dialog and is described in section 6.7.

The **View Incident Form** option launches the **Incident Details** dialog described in section 6.6.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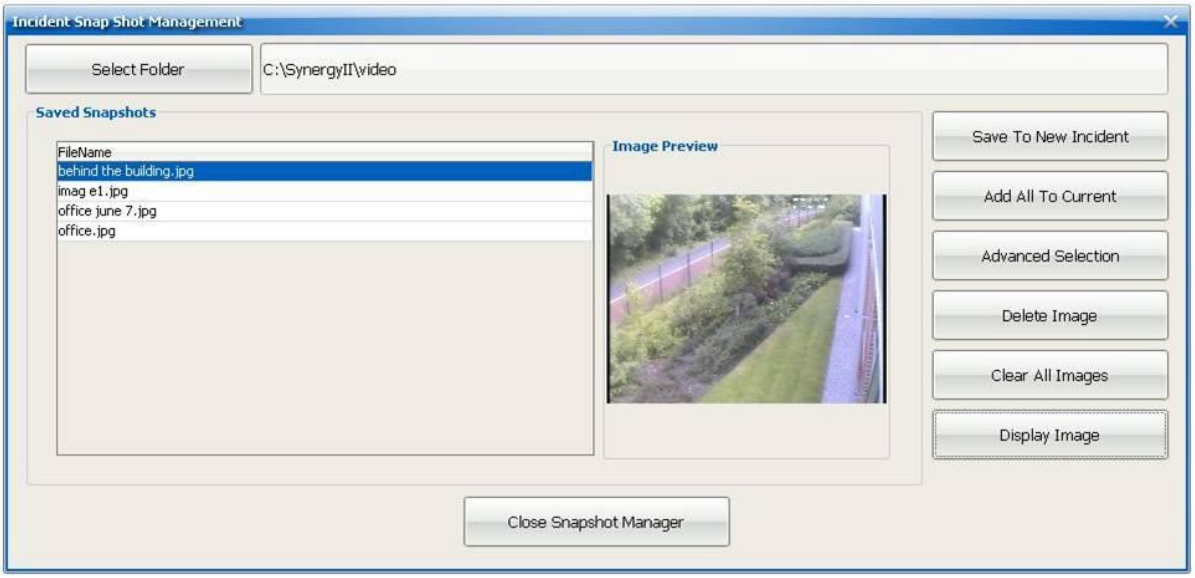
## 6.4 Incident Snap Shot Management

The **Incident Snap Shot Management** dialog allows you to view and delete snap shots and to save snap shots to incidents. It is launched by selecting **Manage Snapshot** in **the Incident Activity** dialog.




A list of **Saved Snapshots** in the currently selected folder is displayed. You can change the folder via the **Select Folder** button.

A preview of the currently selected snapshot is displayed.

**Delete Image** deletes the currently selected image and **Clear All Images** deletes all snap shots in the folder.

To save all snap shots to a new incident click **Save To New Incident**. You will have to enter a description of the incident.

**Add All To Current** adds all snapshots from the folder to the currently open incident. And **Advanced Selection** allows you to select which snap shots should be added:

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After snap shots have been added to the incident a confirmation message is displayed and you can either delete the snap shots from the basket or leave them there:

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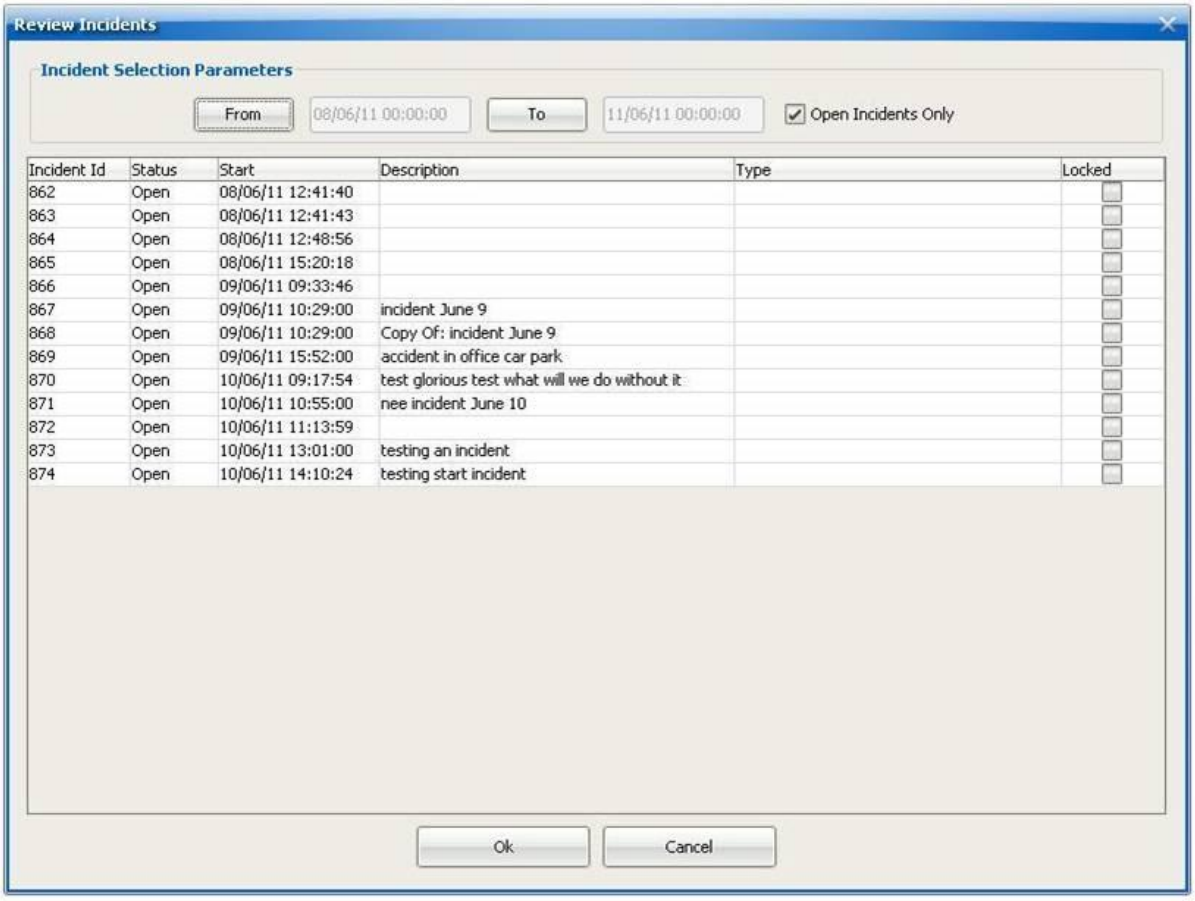
## 6.5 Review Incidents

The **Review Incidents** dialog is launched from several different places in the user interface of Synergy:

- the **Search For Incident** button on the **Incident Video Management** dialog (see 6.3); displays all incidents in the specified time period
- if you select **Search For Incident** in the **Select Incident for Saved Footage** dialog (see 6.2.2); displays all incidents in the specified time period
- **Import Incident** button on the **View Locker Contents** dialog (see 6.7); displays incidents not saved in the locker




Use the **From** and **To** buttons to select the time period for which you want incidents listed. Check the **Open Incident Only** if you want only open incidents to be listed.

Select the desired incident and click **Ok**.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## 6.6 Incident Details

Once footage is saved to the incident locker, you can add relevant details through the **Incident Details** dialog. You can use the **Incident Details** dialog to record relevant information for internal use, or to create HTML report of incident details for presenting to third parties, such as the police or law courts.

The **Incident Details** dialog is launched from the **View Incident Form** button on the **Incident Video Management** dialog; see 6.3.

When creating a new incident you can use the **Enter Incident Details** dialog to enter initial information for the incident. The **Enter Incident Details** dialog is launched from the **Menus-> Incidents->Create Incident** menu option; see 6.11.3.

The **Incident Details** and **Enter Incident Details** dialogs have the same fields. In this section **Incident Details** will be used to refer to the dialogs.

Synergy allows customized **Incident Details** forms to be created; this would be done as a part of the system configuration depending on the Synergy licence you have. This manual describes the default **Incident Details** dialog .If your system has a customized one it can have different tabs, different layout of tabs etc. Some of the options will most likely be the same as for the default one, but there might be different ones as well; you should ask your System Administrator for details.

The **Incident Details** dialog has several tabs, each tab containing different information about the incident. When creating a new incident you have to fill in all the information. When viewing an existing incident the current information for the incident is displayed when the dialog launches and you can modify it as desired.


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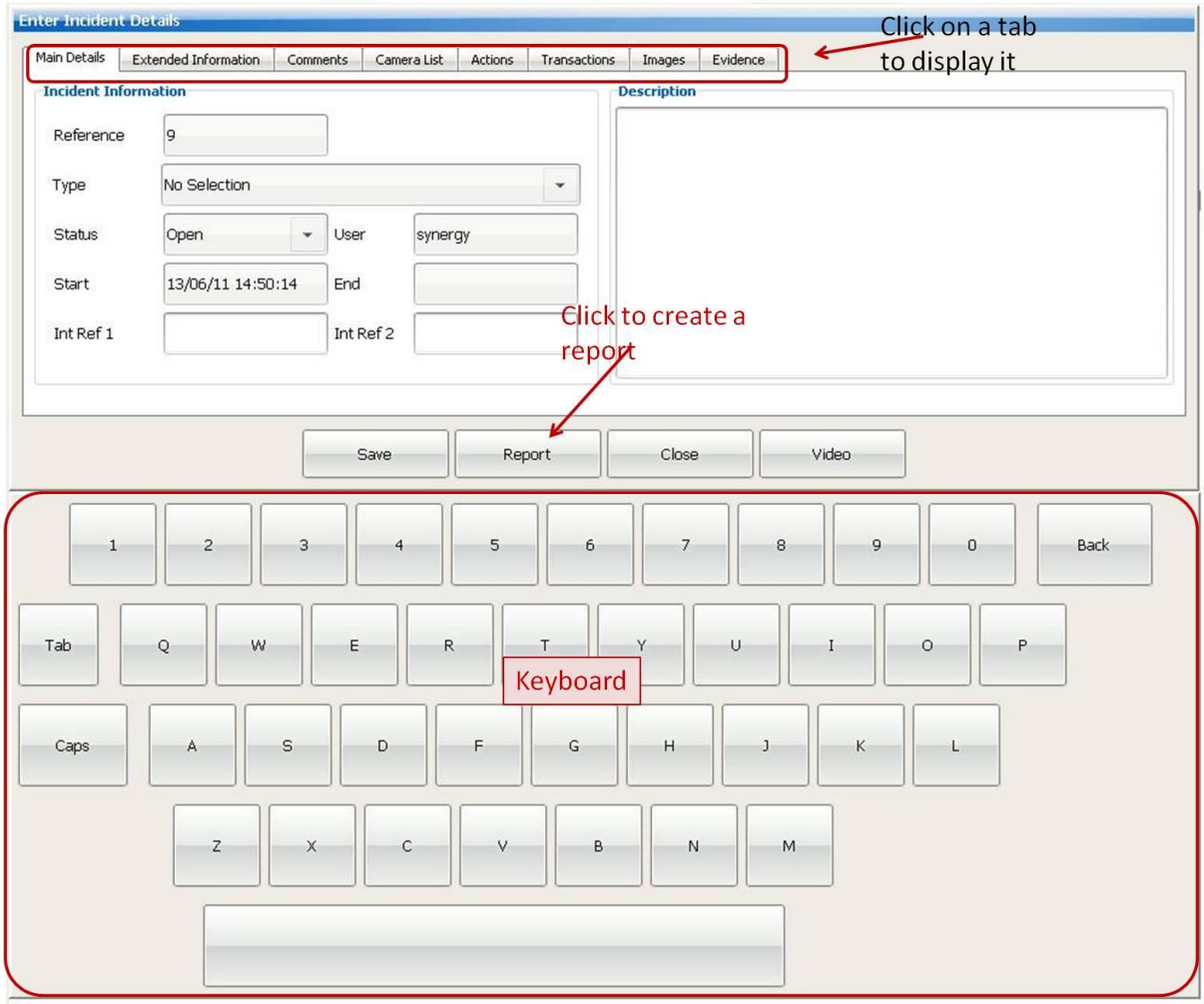
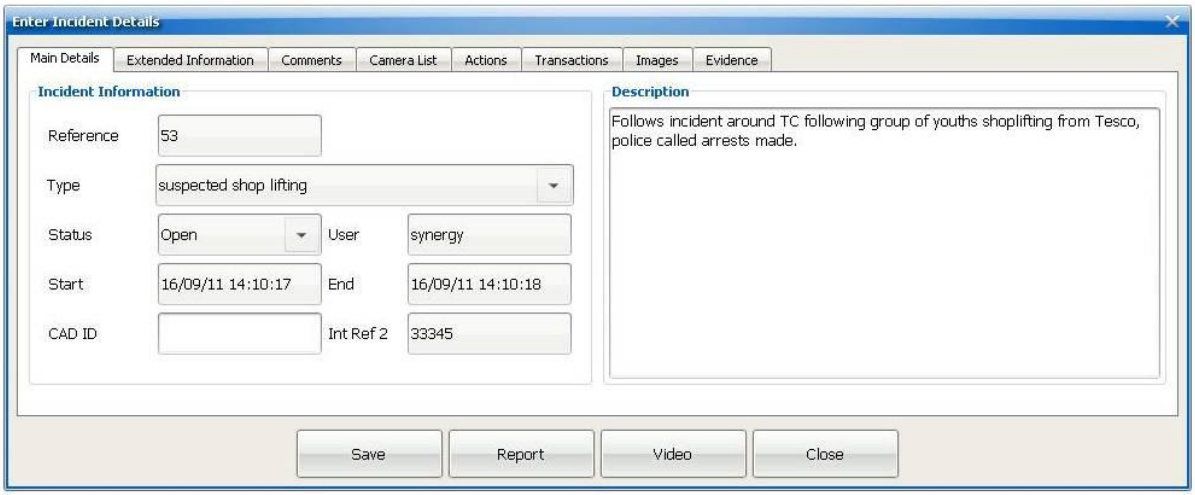



### 6.6.1 Adding Main Details for an Incident

The **Main Details** tab is pictured below.





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You can change the **Type** by selecting an option from the drop down list, (Incident types are configured during **System Setup**).

Incident types are configured via **Menus->Setup->System Setup->Incidents->Setup Incident Types.**

Also you can change the **Status**; the options are Open (the incident is ongoing or requires follow up) and Closed (the incident has been resolved or does not require further attention.

You should assign status as specified for your site so that consistency is maintained. This is important as you can filter incidents based on status.

The **Start** and **End** bring up a **Select Date** dialog allowing you to change respectively the start and end date and time for the incident dates.

**Int Ref 1** and **Int Ref 2** are provided for entering optional internal references. If being used the labels for the references would have been customised ti suite your needs

The labels for the Int Ref 1 and Int Ref 2 fields are set in **Menus->Setup->System Setup->System Properties->Setup System Properties.**

For an existing incident the **Description** field displays the description you provided when creating the incident. You can modify it as desired or enter description when creating a new incident.

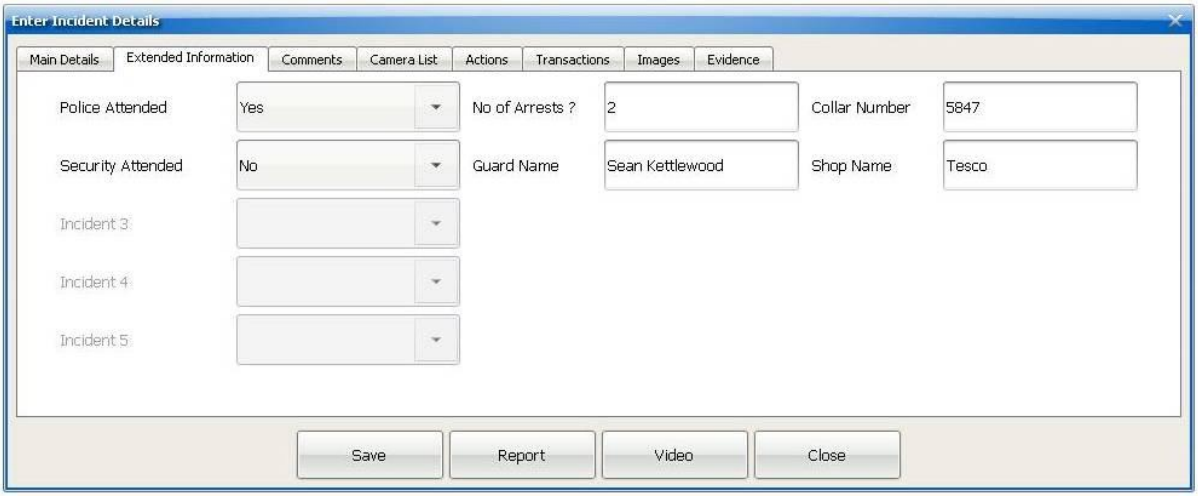
Click **Save** to save your changes.

### 6.6.2 Adding Extended Information

Depending on your system you may want to provide information for an incident in some specific additional categories. These categories would have been configured on your system and will appear on the **Extended Information** tab.

Incident categories are set via **Setup->System Setup->Incidents->Setup Incident Categories**.

Only the fields for which a category is configured can be modified. For example in the screen shot below there are two additional categories: **Police Attended** and **Security Attended**:



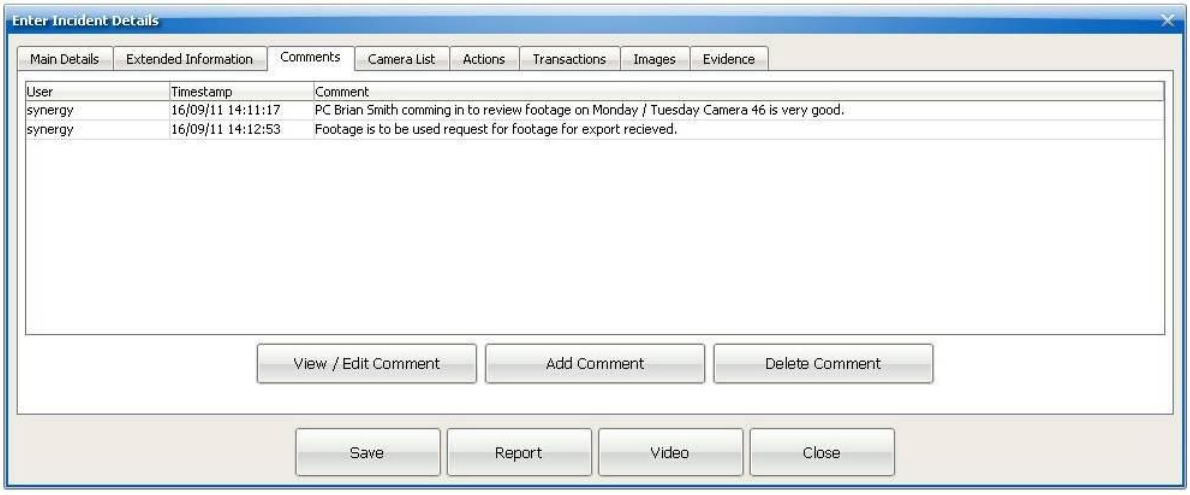

For these categories you can select options from the drop down lists.

The options are configured in **Setup->System Setup->Incidents->Setup Incident Categories.**

### 6.6.3 Adding Comments

The **Comments** tab is used to view, edit and add comments for the incident.

When an incident is finished the Incident Details dialog is locked and an operator cannot change the description for the incidents. However they can add comments via the **Comments** tab.




Previously added comments are already displayed in the list. For each comment the **User** that added it and a **Timestamp** is also displayed. This helps in tracking investigations.

You can edit a comment by selecting it in the list and clicking **View / Edit Comment**. The **Incident Comment Details** dialog is displayed: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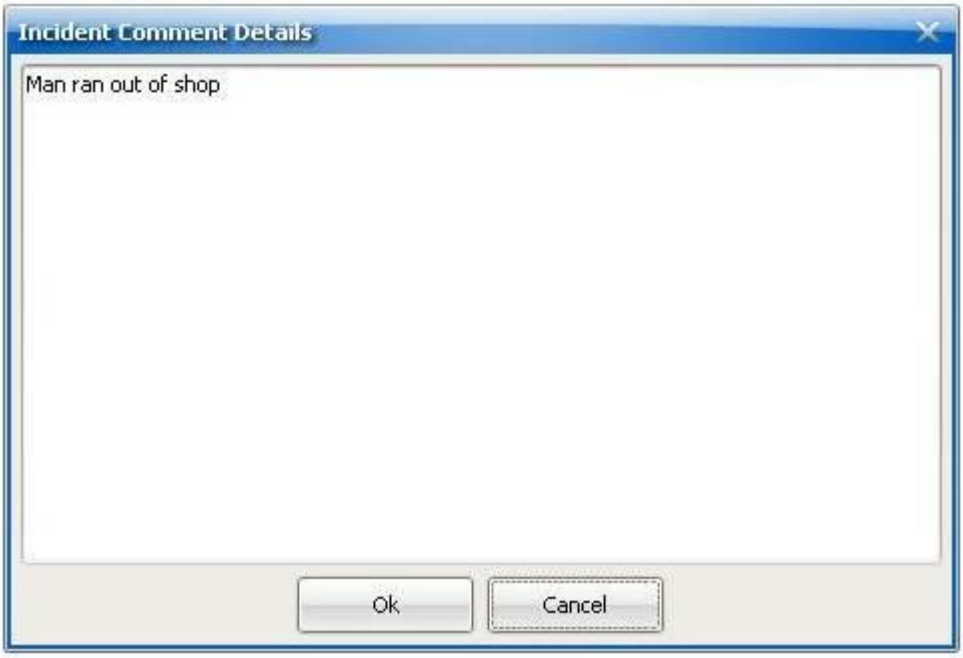


The current comment is in the dialog; you can edit it as desired. Then click **Ok**.

To add a new comment click **Add Comment**. The **Incident Comment Details** dialog is display with no text in it. Type the new comment and click **OK**.

You can delete a comment by selecting it and clicking **Delete Comment**. You will have to confirm:

Select **Yes** if you really want to delete the comment.

### 6.6.4 Camera List

On the **Camera List** tab you can change the ordering of the cameras that track the incident events. For example, the first camera footage of a suspect was caught on camera 7, followed by camera 8. Once you have decided on the ordering of the cameras, you can save the footage from individual cameras to a removable disk for presentation to a third party.


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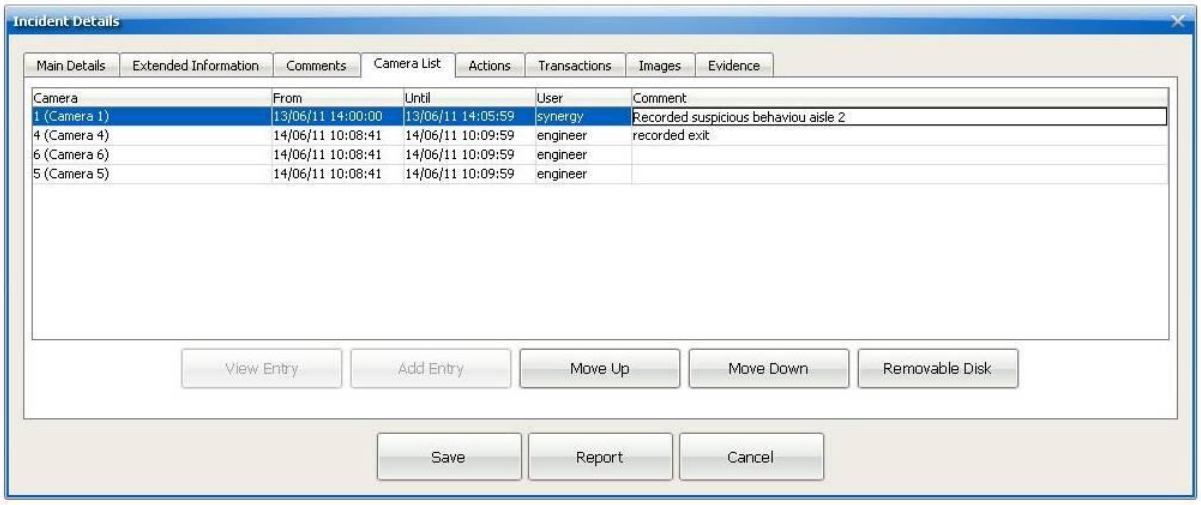


All cameras for which clips were recorded for the incident are displayed in the list with the time of the recording, the user responsible for the recording. In the **Comments** column you can enter text as desired.

Use the **Move Up** and **Move Down** button to move the selected camera respectively up and down in the list.

#### 6.6.4.1 Saving Video to a Removable Drive

To save the video to a removable drive insert it in the PC and then select **Removable Disk**. The **Removable Disk Export** dialog box is shown.

Click **OK**. The **Select Drive** dialog box is displayed:

Select a drive from the list and click **OK**. The **Starting Export Process** dialog box is shown.


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Click **OK**. The **Export Space Summary** dialog box is shown indicating the amount of video footage requested and the available space on disk.

Click **OK**. When saving is complete, the following icon is shown in **Synergy Control Information Pane**.

When you check the removable drive, you will see the video files in a folder called **recorded_video_data**.

When the files are copied, the **Windows Media Player 2** is also copied to the folder; see Synectics Media Player 2 manual for details on how to use the player.

The **View Entry** and **Add Entry** are disabled by default as synergy displays the cameras saved with the incidents.

### 6.6.5 Specifying Actions

You may need to have responses to incidents external to Synergy. For example you may have emergency responses such as call an ambulance, call the police, call 999, call maintenance etc. If an external response was taken for an incident you can track the time you made the call to the service, the arrival and departure time of the service on the **Actions** tab of the **Incident Details** dialog.

External responses are set in **Setup->System Setup->Incidents->Setup Response Types.**


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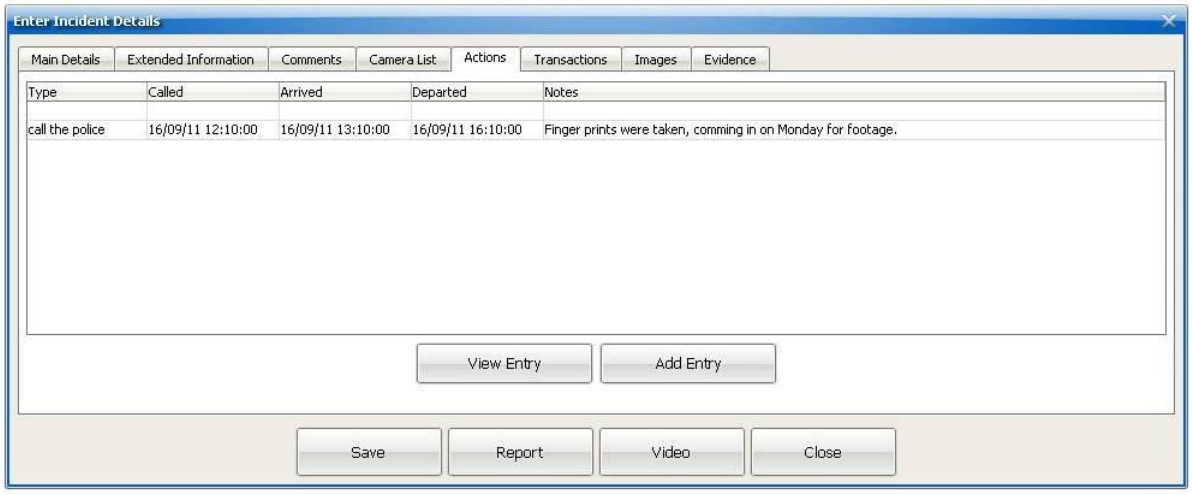


To add details for an emergency response click the **Add Entry** button. The **Edit Response Details** dialog is launched:

In it select a **Response Type** from the drop down list. Clicking each of the **Called**, **Arrived** and **Departed** buttons brings up a **Select Time** dialog allowing you to add a time stamp for the action.

You can view and edit the details for a response by pressing the View Entry button. The **Edit Response Details** dialog is launched displaying the current details. You can then edit them if necessary.

### 6.6.6 Viewing Transactions

On the **Transactions** tab of the dialog you can view transactions for an incident. These include all user actions from retrieving incident footage in Synergy to exporting/burning footage to a removable drive.


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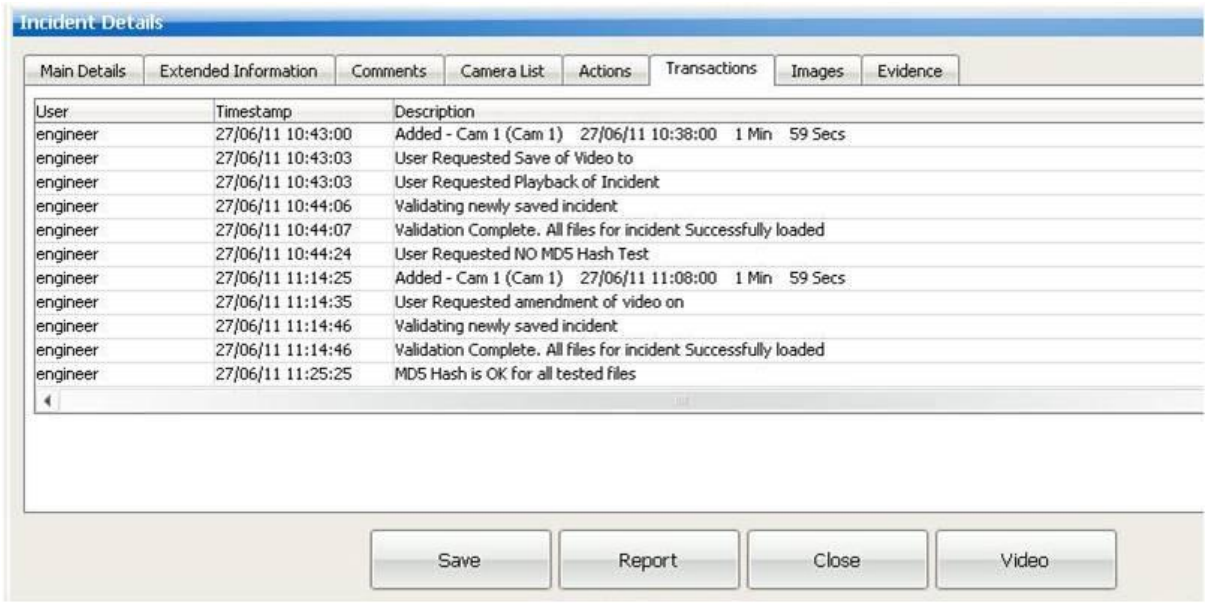
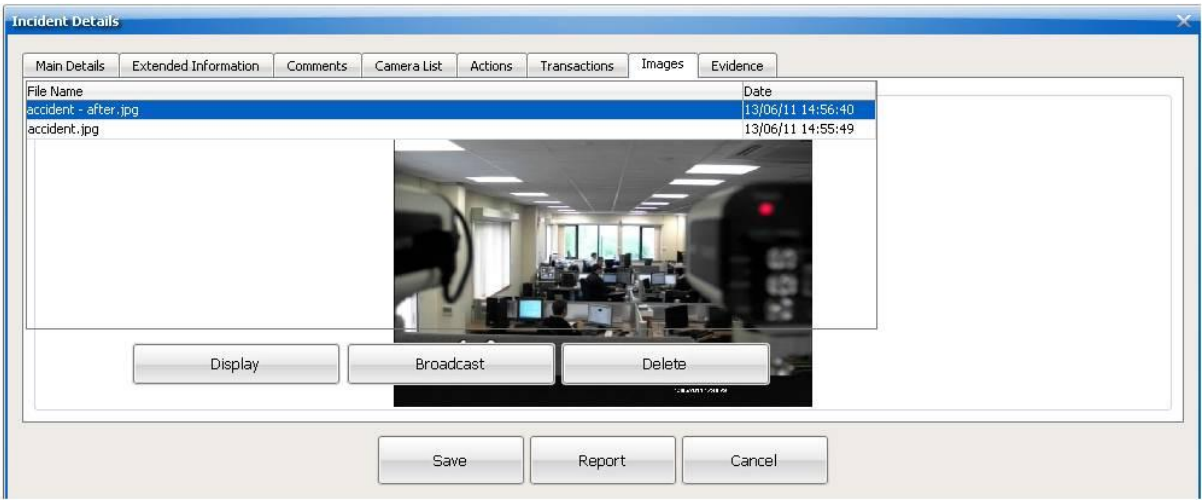

Incident Details
Main Details
Extended Information
Comments
Camera List
Actions
Transactions
Images
Evidence
User
Timestamp
Description
engineer 27/06/11 10:43:00 Added - Cam 1 (Cam 1) 27/06/11 10:38:00 1 Min 59 Secs
engineer 27/06/11 10:43:03 User Requested Save of Video to
engineer 27/06/11 10:43:03 User Requested Playback of Incident
engineer 27/06/11 10:44:06 Validating newly saved incident
engineer 27/06/11 10:44:07 Validation Complete. All files for incident Successfully loaded
engineer 27/06/11 10:44:24 User Requested NO MD5 Hash Test
engineer 27/06/11 11:14:25 Added - Cam 1 (Cam 1) 27/06/11 11:08:00 1 Min 59 Secs
engineer 27/06/11 11:14:35 User Requested amendment of video on
engineer 27/06/11 11:14:46 Validating newly saved incident
engineer 27/06/11 11:14:46 Validation Complete. All files for incident Successfully loaded
engineer 27/06/11 11:25:25 MD5 Hash is OK for all tested files
Save
Report
Close
Video

### 6.6.7 Images

On the **Images** tab you can view all images save with the incident.




You can display the image in Internet Explorer by selecting the **Display** button.

You can send the image to different user(s) on other workstation(s) by clicking the **Broadcast** button. The **Broadcast Image** dialog is displayed: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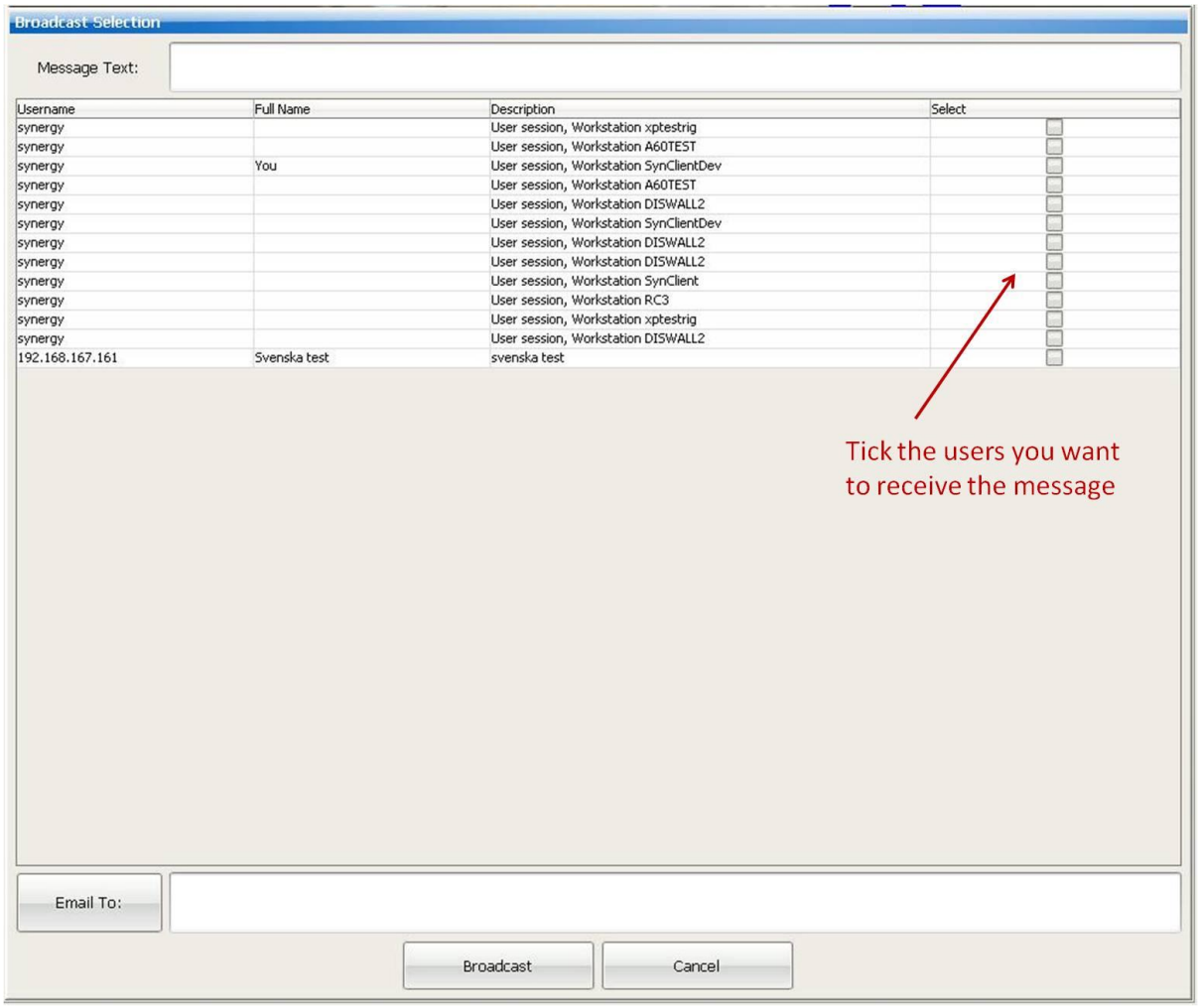


Tick the check boxes in the **Select** column for the users you want to receive the message.

You can enter a message in the **Message Text** field.

Provided e-mailing is setup on the server you can also type e-mail addresses you would like the message sent to**.**

When done click **Broadcast. Each** of the recipients will receive a message in the **Events and Information** pane:

A recipient can then click on the message to display the message details and reply if desired:


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### 6.6.8 Evidence

The **Evidence** tab is no longer used.

### 6.6.9 Creating HTML Report

You can create a report of an incident for presenting to third parties, such as courts or the police.

On the incident form click **Report**. A **Record of Incident** HTML report is created that includes all information from the incident form.


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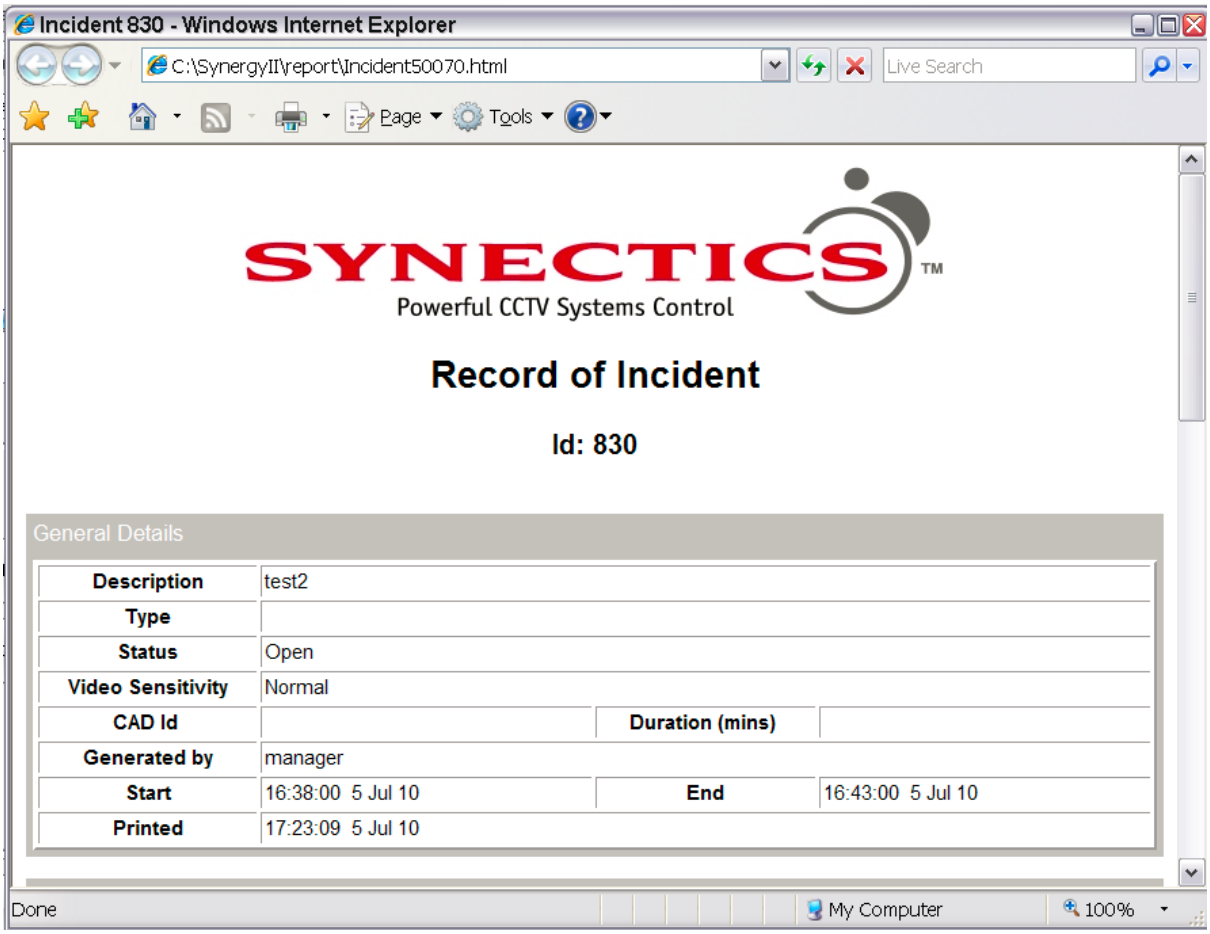


### 6.6.10 Playing Incident Video Footage

To play the video footage for the incident click the **Video** button. The **Synergy Viewe**r changes to **Incident View** allowing you to play the footage for the incident. **Incident View** is described in detail in section 6.14.

### 6.6.11 Saving Incident Details

Click the **Save** button to save any changes you made to the incident details.

Saving via the **Save** button here does not save the footage for the incident in the locker; it just saves the list of cameras and to and from times for each camera.

If the incidents footage has not been previously saved to the locker you can save it via the **Save Incident** button on the **Incident View** layout (see 6.14). Alternatively you can use the **Import Incident** option on the **View Locker Contents** dialog; see 6.7.11.

Examples of when the video footage would not be saved to the locker are when the incident is created via the **Create Incident** menu option or via the **Start Incident** option.

## 6.7 Locker Contents

Synectics Evidence and Incident Lockers are secure long term storage vaults for recorded CCTV footage. These data stores allow evidence to be categorised, sectioned and secured so that only appropriate users are able to view, copy and produce evidential output on appropriate footage. The Locker system uses Synergy Pro™ powerful logging system to update all saved incidents information with all additional evidential information such as users viewed, times , dates and copies produced.

You can view the contents of a locker by selecting **Browse Lockers** from the **Incident Activity** dialog. Also by selecting **Browse Lockers** on the **Incident Video Management** dialog or by selecting **Menus->Incidents->Manage Lockers** menu option.

The **Select Locker** dialog is displayed:

In this dialog click on the locker you wish to view. The **View Locker Contents** dialog is launched, allowing you to view all incidents currently in the locker. These include incidents that are currently saved, are in the process of being saved and those where the save has failed.


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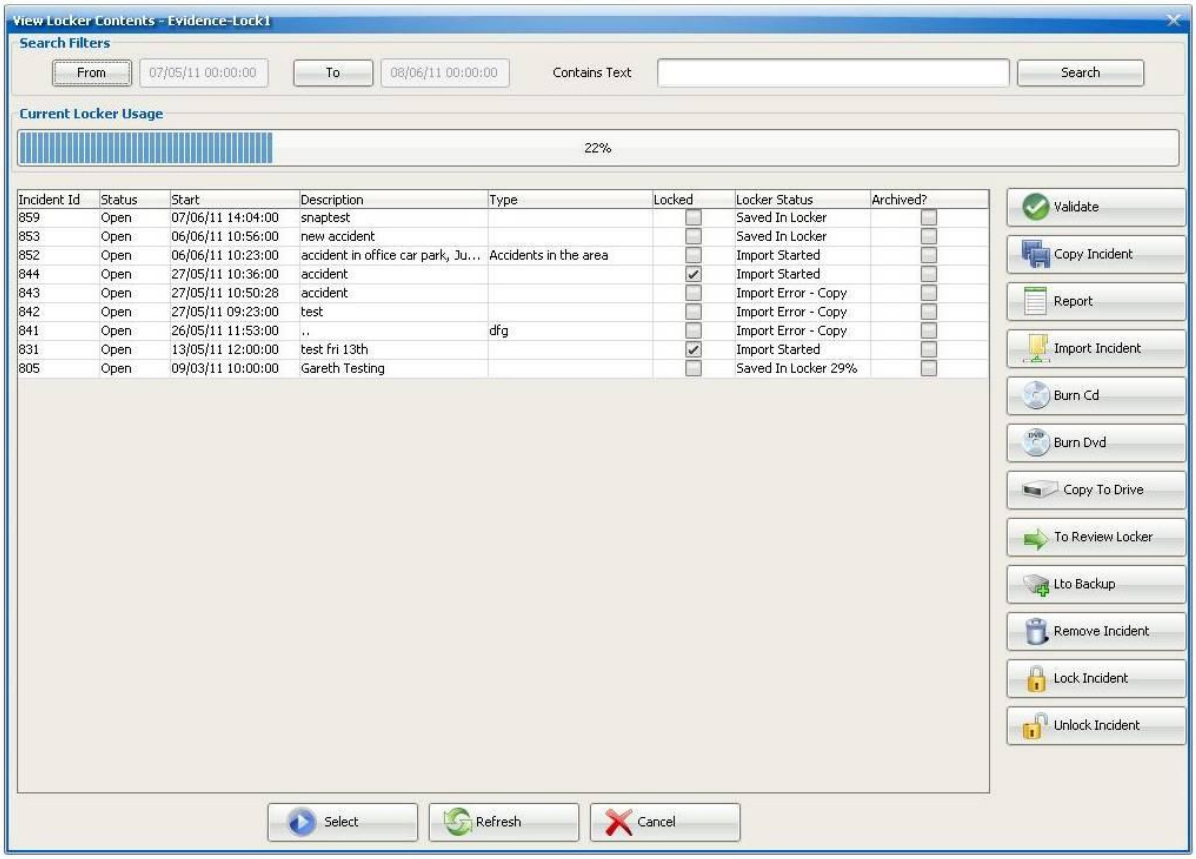
View Locker Contents - Evidence-Lock1
Search Filters
From
07/05/11 00:00:00
To
08/06/11 00:00:00
Contains Text
Search
Current Locker Usage
22%
Incident Id | Status | Start | Description | Type | Locked | Locker Status | Archived?
859 | Open | 07/06/11 14:04:00 | snaptest | | | Saved In Locker |
853 | Open | 06/06/11 10:56:00 | new accident | | | Saved In Locker |
852 | Open | 06/06/11 10:23:00 | accident in office car park, Ju... | Accidents in the area | | Import Started |
844 | Open | 27/05/11 10:36:00 | accident | | | Import Started |
843 | Open | 27/05/11 10:50:28 | accident | | | Import Error - Copy |
842 | Open | 27/05/11 09:23:00 | test | | | Import Error - Copy |
841 | Open | 26/05/11 11:53:00 | .. | dfg | | Import Error - Copy |
831 | Open | 13/05/11 12:00:00 | test fri 13th | | | Import Started |
805 | Open | 09/03/11 10:00:00 | Gareth Testing | | | Saved In Locker 29% |
Validate
Copy Incident
Report
Import Incident
Burn Cd
Burn Dvd
Copy To Drive
To Review Locker
Lto Backup
Remove Incident
Lock Incident
Unlock Incident
Select
Refresh
Cancel

In the **Search Filters** group are options for selecting the contents to be displayed. You can select to view all the incidents in the locker between specific dates or yo can search for incidents containing specific text.

The incident in the locker matching your search criteria are displayed in the list.

The entries in the incident locker appear in yellow or white bars. The yellow bar shows that the video footage for the incident is past the retention period, and should be saved to a permanent store. The white bar shows that video footage is within the retention period.

The **Locker Status** column displays one of the following states:

- Saved in Locker – incident is completely saved to the locker.
- Saved in Locker "%" - incident is partially saved in the locker. When an incident is partially saved, not all files are saved to the locker. However, you can access the incident.
- Import Started - incident is in the process of being imported to the locker.
- Import Error – Copy- incident could not be copied to the locker

If the checkbox in the **Archived?** column is ticked the incident has already been burned to a CD/DVD or copied to a removable drive. This column is read only.

There are a number of actions you can perform from this dialog. All are performed on the currently selected incident.


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### 6.7.1 Play Incident Video

To play the incident video click the

at the bottom of the dialog. The **View Locker Contents** dialog closes and the video is played in the viewer.

### 6.7.2 Validate Incidents

You can validate incidents that are partially saved to the locker to identify any files that have been missing and perform the save again. To validate an incident click the

button.

If the status of the selected incident is Saved in Locker after you press Validate a message is shown indicating that all files for the incident have been successfully saved:

Click **OK** to close the message.

You will now be given the opportunity to check the MD5 of the video. The MD5 test checks that the checksum on the video file is the same as when recorded; that proves that files have not been modified. See 6.7.2.1 for more details.

If then you select an incident with status **Import Error- Copy**, or that has been partially saved, after you press **Validate** you will be given information as of the missing files:

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Click **OK** to close the message. You will now be given the opportunity to repair the incident:

Click **Yes** if you wish to try the repair.

If the missing files are found they will be saved to the incident and its status will changed to **Saved in Locker,** or a percentage figure will be indicated.

When an incident is successfully validated the following transaction record is added to the incident:

'Validation Complete. All files available for incident Successfully loaded'

You can view the transactions for an incident on the **Transactions** tab of the **Incident Details** dialog; see 6.6.6.

Performing the validation and having the transaction record for this is particularly important should the incident be used as evidence.

#### 6.7.2.1 SHA-256 Message Digest Algorithm

Synergy Pro and Synectics VMS Platform technologies uses the standard MD5 Message Digest Algorithm to create an unique 256 bit "fingerprint" which is embedded in the one minute video file at point of creation.

The SHA-256 is a widely recognised standard in the IT community. It was developed by The Internet Engineering Task Force (IETF) which is a large open international community of network designers, operators, vendors, and researchers concerned with the evolution of the Internet architecture and the smooth operation of the Internet. It is open to any interested individual.

**Evidence Considerations**

When Evidence is produced to be taken from the Synergy system the SHA-256 hash should be noted, From this point all down- stream uses of the evidence can be audited for unchanged video by recalculating the SHA-256 hash and checking against the recorded SHA-256 hash. If the hashes are not the same then the data has become corrupt or has been altered.

Whilst data is within the system the operating procedures coupled with standard password protection and audit trails ensures evidential quality.


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### 6.7.3 Lock and Unlock Incidents

Locking an incident prevents a user of a lower authority level from removing or editing incident information. For example, a manager user can lock an incident to prevent an engineer from editing or removing it. Once an incident is locked it can be removed if it is unlocked by a user with the same or higher authority than the one who locked it.

If the user supplies a correct password that has been assigned by a manager or supervisor, then the incident can be edited or removed.

If an incident is permanently locked a user without the permission to unlock incidents will not be able to delete it (as incidents that are locked cannot be deleted).

To lock an incident, click

. You will be asked to confirm:

Select **Yes** to lock the incident. You can now lock it permanently or not:

To unlock a locked incident, click

. Again you will be asked to confirm that you want to unlock it.

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### 6.7.4 Delete Incident

You can remove an incident from the incident locker if no longer required as evidence. You can also remove incidents to create more space on the PSN so that other incidents can be saved to the locker.

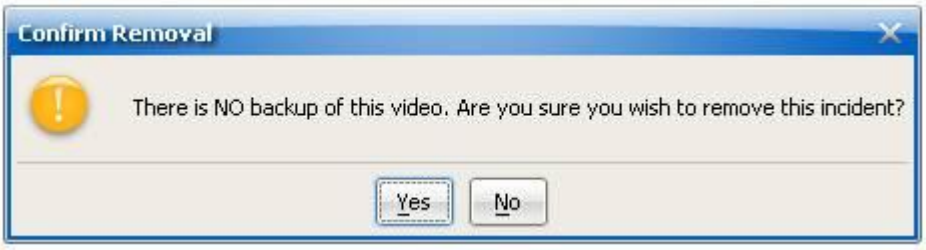
When removing incidents from the incident locker to create space on the PSN, ensure that the incident is backed up to a removable drive or a CD/DVD.

To delete an incident from the locker select the

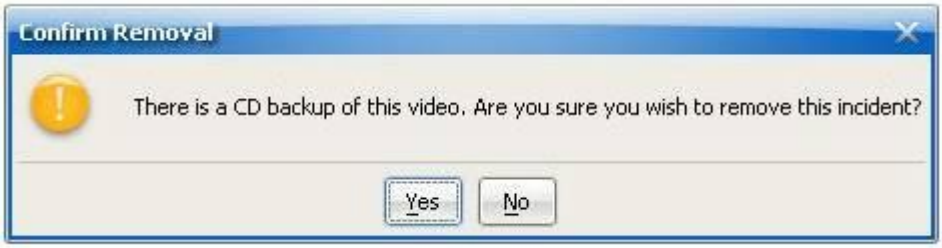
button.

The **Confirm Removal** dialog is displayed indicating whether the incident has been backed up:

**Confirm Removal** for an incident with no backup:




**Confirm Removal** for an incident with backup:




If you select yes you will be asked yet again to confirm that you wish to delete it because if you do so the evidence will be permanently removed from the locker.

### 6.7.5 Lto Backup

The

option is used to save an incident to a tape. This is obsolete for most systems.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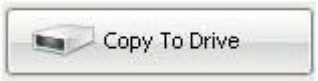
### 6.7.6 To Review Locker

If there is a review locker setup on the system the

button will save the selected incident to the review locker.

### 6.7.7 Copy to Removable Drive

You can save an incident to a removable drive by selecting the 

option.

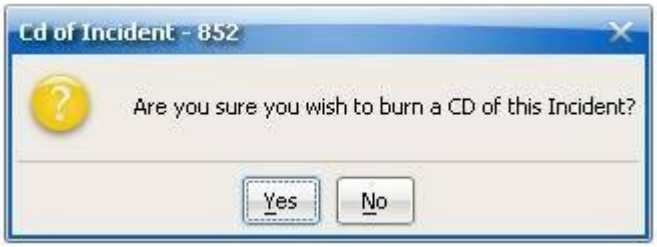
You will be asked to select the removable drive:

The incident will be saved in a folder recorded_video_data; if the folder does not exist it will be automatically created. **Synectics Media Player 2** is also put in the folder; you can use it to play the footage; see Synectics Media Player 2 manual for details on how to use the player.

### 6.7.8 Burn CD

You can save the selected incident on a CD by pressing the

button. You will have to confirm that you wish to burn a CD of the incident:




Select **Yes**. You then have to decide what part of the incident is to be burned to the CD:

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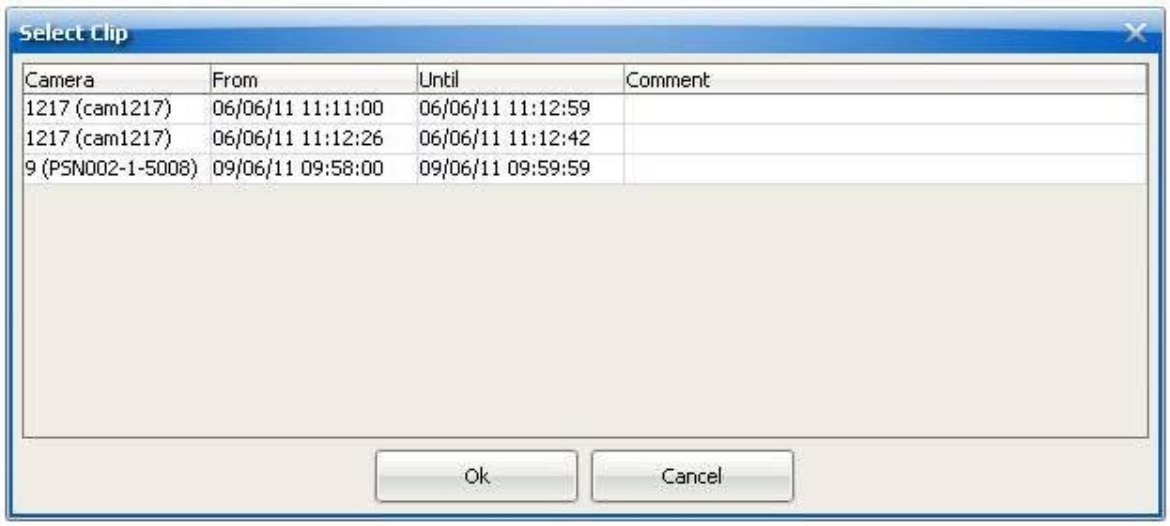
If you select **All** you will be told how many disks are required to fit the footage. If you select **Specific Clips** the **Select Clip** dialog will be displayed.




Select the desired clips and click **OK**. You will be told how many disks are required:

Provided you wish to continue click **OK**. The files for the disk are prepared and a progress bar is displayed. When this finishes the **Synergy Disc Writer** dialog is launched:

Type in a **Title**, select the **Drive**, change **Options** (such as Write Speed) and then click **Burn**. The burning will start and an indication of the progress is displayed in the bar at the bottom of the **Synergy Disc Writer** dialog.

After the burning of the CD is completed a confirmation message is displayed and you have the option to burn another copy.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As well as the Incident, **Synectics Media Player 2** is put on the CD and you can use it to play the footage; see Synectics Media Player 2 manual for details on how to use the player.

### 6.7.9 Burn DVD

To burn a DVD of the incident footage press

button. You will have to confirm that you wish to burn a DVD of the incident:

Select **Yes** if you wish to proceed.

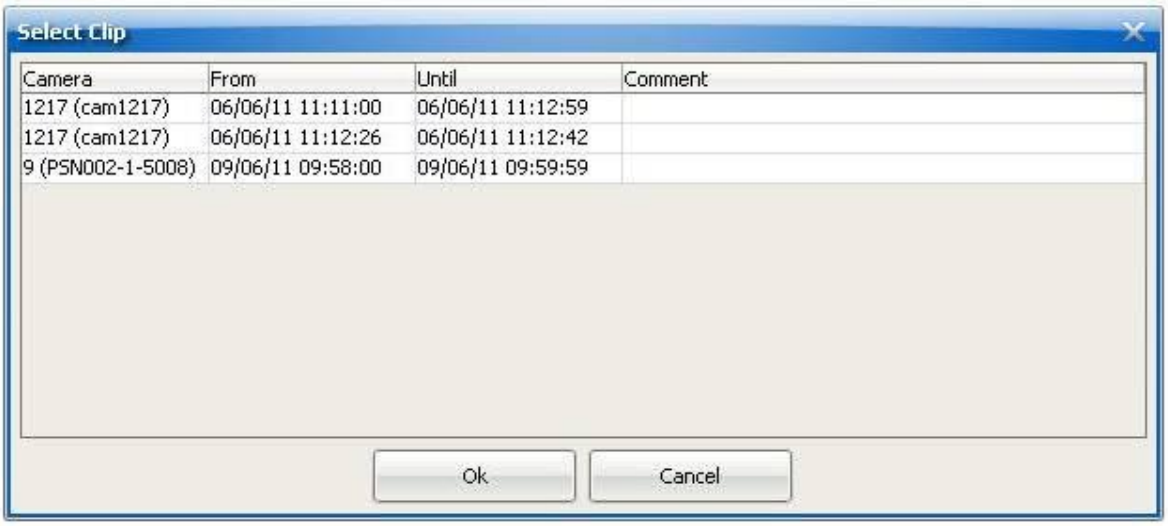
You can burn a single or dual layer DVD:

Select **Yes** to burn a dual layer disk and **No** to burn a single layer.

In the **Select Type of DVD Burn** dialog select if not already selected select Data. If the Video option is also present this is now obsolete and not supported.

You then have to decide what part of the incident is to be burned to the DVD:

If you select **All** you will be told how many disks are required to fit the footage. If you select **Specific Clips** the **Select Clip** dialog will be displayed.




Select the desired clips and click **OK**. You will be told how many disks are required:

Provided you wish to continue click **OK**. The files for the disk are prepared and a progress bar is displayed. When this finishes the **Synergy Disc Writer** dialog is launched: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Type in a **Title**, select the **Drive**, change **Options** (such as Write Speed) and then click **Burn**. The burning will start and an indication of the progress is displayed in the bar at the bottom of the **Synergy Disc Writer** dialog.

After the burning of the CD is completed a confirmation message is displayed and you have the option to burn another copy.

As well as the Incident, **Synectics Media Player 2** is put on the CD and you can use it to play the footage on a PC; see Synectics Media Player 2 manual for details on how to use the player.

### 6.7.10 Copy Incident

The

option makes a copy of the incident with a new id and saves it to the locker.

### 6.7.11 Import Incident

You can import incidents for which footage has not yet been saved in the locker by pressing the

button. The **Review Incidents** dialog is displayed listing incidents saved on the PSN, but not yet saved in the locker.

In the **Review Incident** dialog select the incident you wish to import and click OK. You will be asked to confirm that you wish to import the incident.

Select Yes; the incident is added to the contents of the locker.


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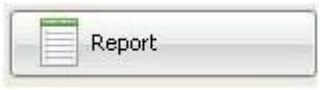
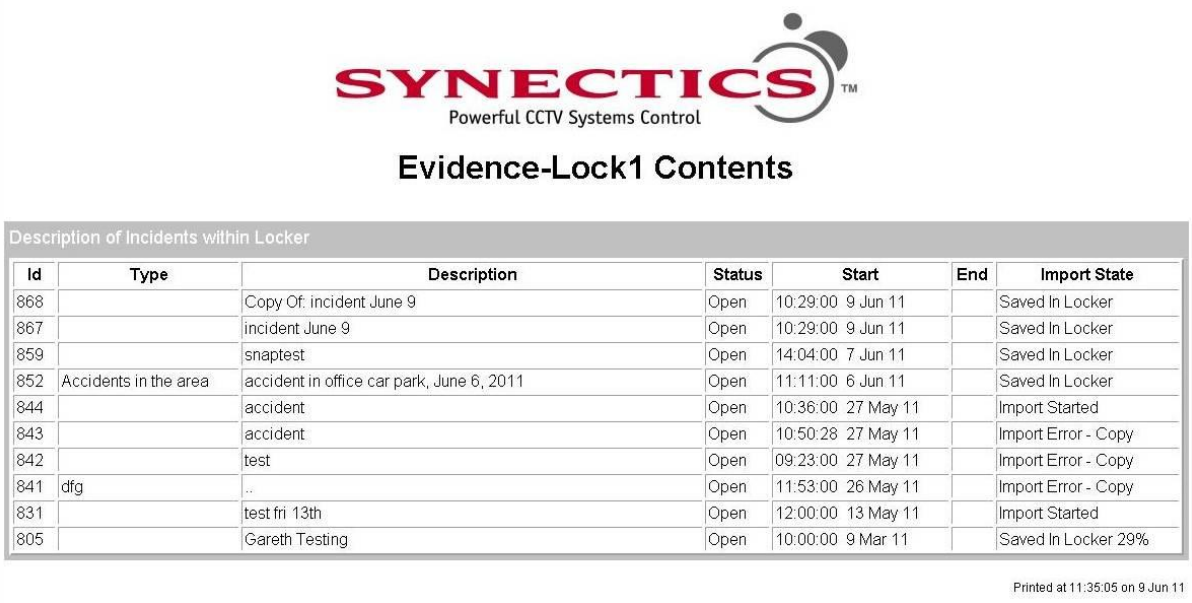
### 6.7.12 Report

The 

option creates an HTML report with the current contents of the locker.

An example of a report is below:



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**Evidence-Lock1 Contents**

Description of Incidents within Locker

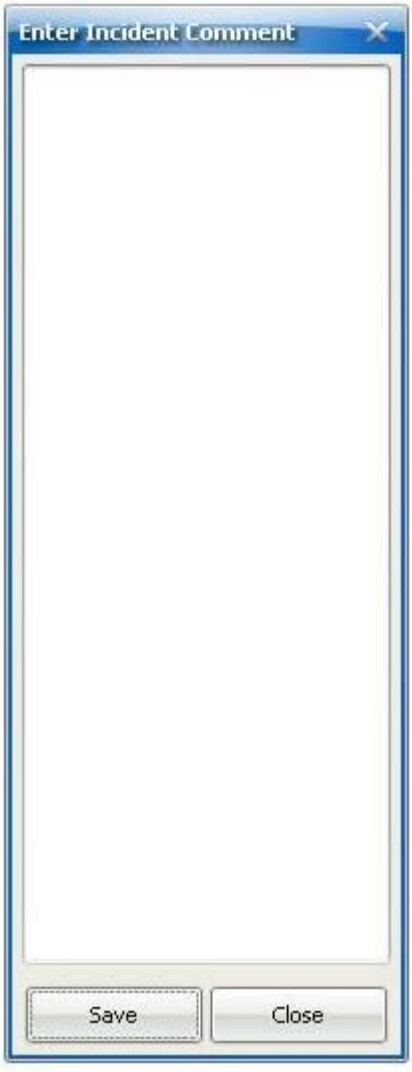
| Id | Type | Description | Status | Start | End | Import State |
|---|---|---|---|---|---|---|
| 868 | | Copy Of: incident June 9 | Open | 10:29:00 9 Jun 11 | | Saved In Locker |
| 867 | | incident June 9 | Open | 10:29:00 9 Jun 11 | | Saved In Locker |
| 859 | | snaptest | Open | 14:04:00 7 Jun 11 | | Saved In Locker |
| 852 | Accidents in the area | accident in office car park, June 6, 2011 | Open | 11:11:00 6 Jun 11 | | Saved In Locker |
| 844 | | accident | Open | 10:36:00 27 May 11 | | Import Started |
| 843 | | accident | Open | 10:50:28 27 May 11 | | Import Error - Copy |
| 842 | | test | Open | 09:23:00 27 May 11 | | Import Error - Copy |
| 841 | dfg | .. | Open | 11:53:00 26 May 11 | | Import Error - Copy |
| 831 | | test fri 13th | Open | 12:00:00 13 May 11 | | Import Started |
| 805 | | Gareth Testing | Open | 10:00:00 9 Mar 11 | | Saved In Locker 29% |

Printed at 11:35:05 on 9 Jun 11

## 6.8 Add Comments

To add comments to the currently playing incident select **Add Comments** in the **Incident Activity** dialog.

The **Enter Incident Comment** dialog is displayed.




Enter your comment and click **Save** to save it to the incident.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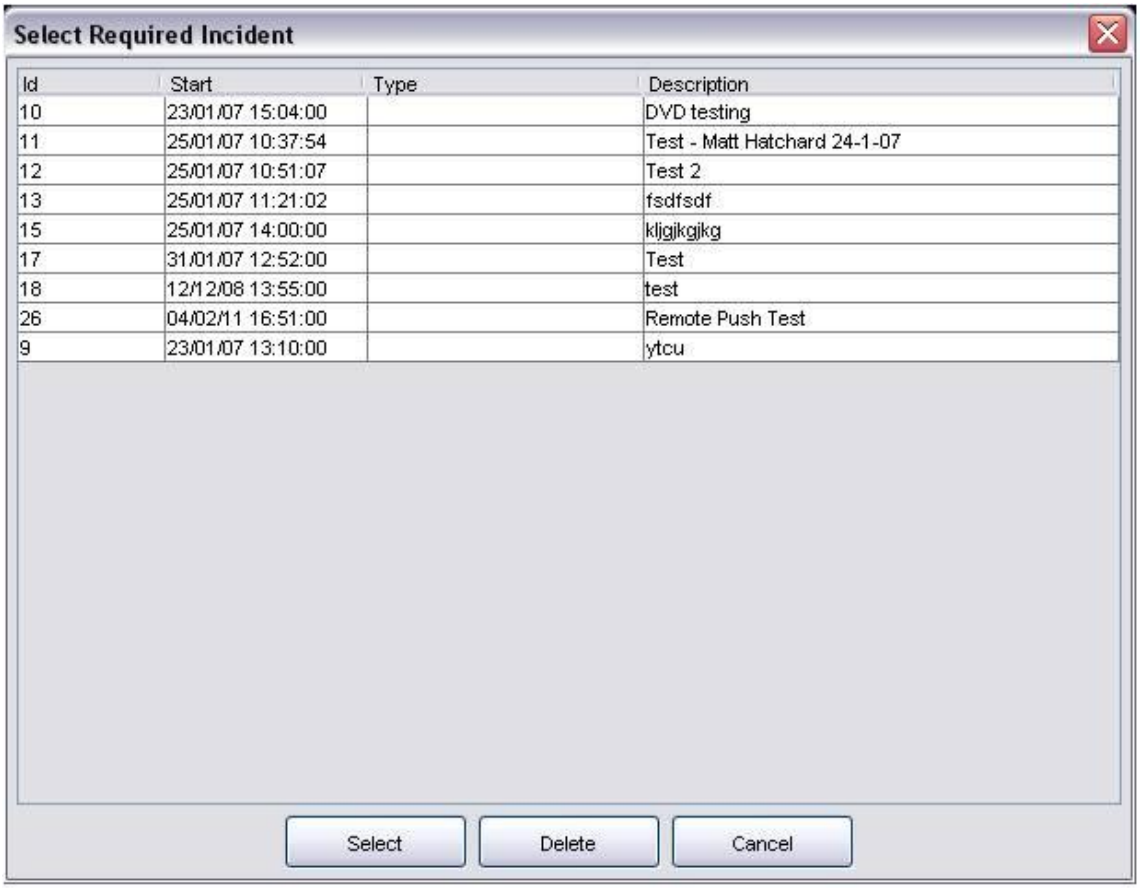
## 6.9 Review Lockers

A Review Locker is used to store specific incidents for someone's review. This is useful if you would like to grant a reviewer access to selected evidence only.

If a review locker is set up on the system you can send an incident saved in any of the regular lockers via the **To Review Locker** button on the **View Locker Contents** dialog; see 6.7.6.

To access the review select the **Review Lockers** option on the **Incident Activity** dialog.

The **Select Required Incident** dialog opens, listing all the incidents currently in the Review Locker.




To view the video for an incident select it in the list and click **Select**.

You can also delete an incident by selecting it and pressing the **Delete** button. You will have to confirm that you really want to delete the incident:

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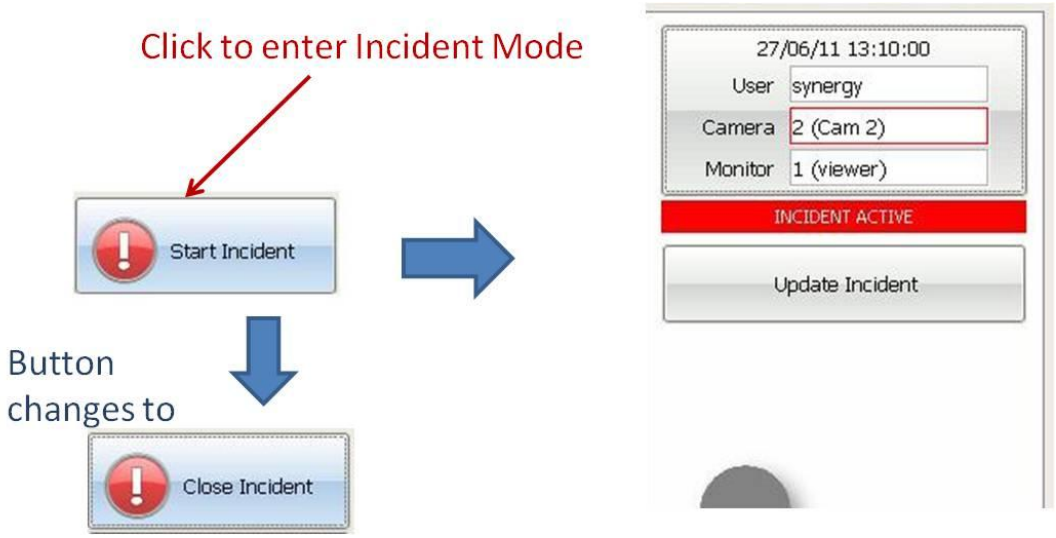
## 6.10 Incident Mode

If you think that you are observing some events the footage for which that might potentially need saving in the **Incidents Locker** you can switch Synergy to **Incident Mode**. In **Incident Mode** a record is kept of all viewed cameras and camera switches. Then if required you can save the footage as an incident in the **Incidents Locker**.

Once a user is in **Incident Mode** they take priority over other users belonging to the same user group.

To enter **Incident Mode** click the **Start Incident** button on the **Synergy Control** screen. **Incident Active** message is displayed in the **Information and Events** pane and **Update Incident** button becomes available.




The **Update Incident** button launches the **Incident Details** dialog allowing you to enter information regarding the incident (e.g. comments, actions. You can also add comments using the **Incidents->Add Comment** menu option.

To exit **Incident Mode** click the **Close Incident** button. The **Enter Incident Details** dialog is displayed. Any comments or details entered while in **Incident Mode** are displayed in the dialog when it launches. Add any additional information or edit previously entered details. When done click **Save.**

Note that at this stage the incident's footage is not booked in the Incidents Locker. If you need to book it in the locker use the **Import Incident** option on the **View Locker Contents** dialog; see 6.7.11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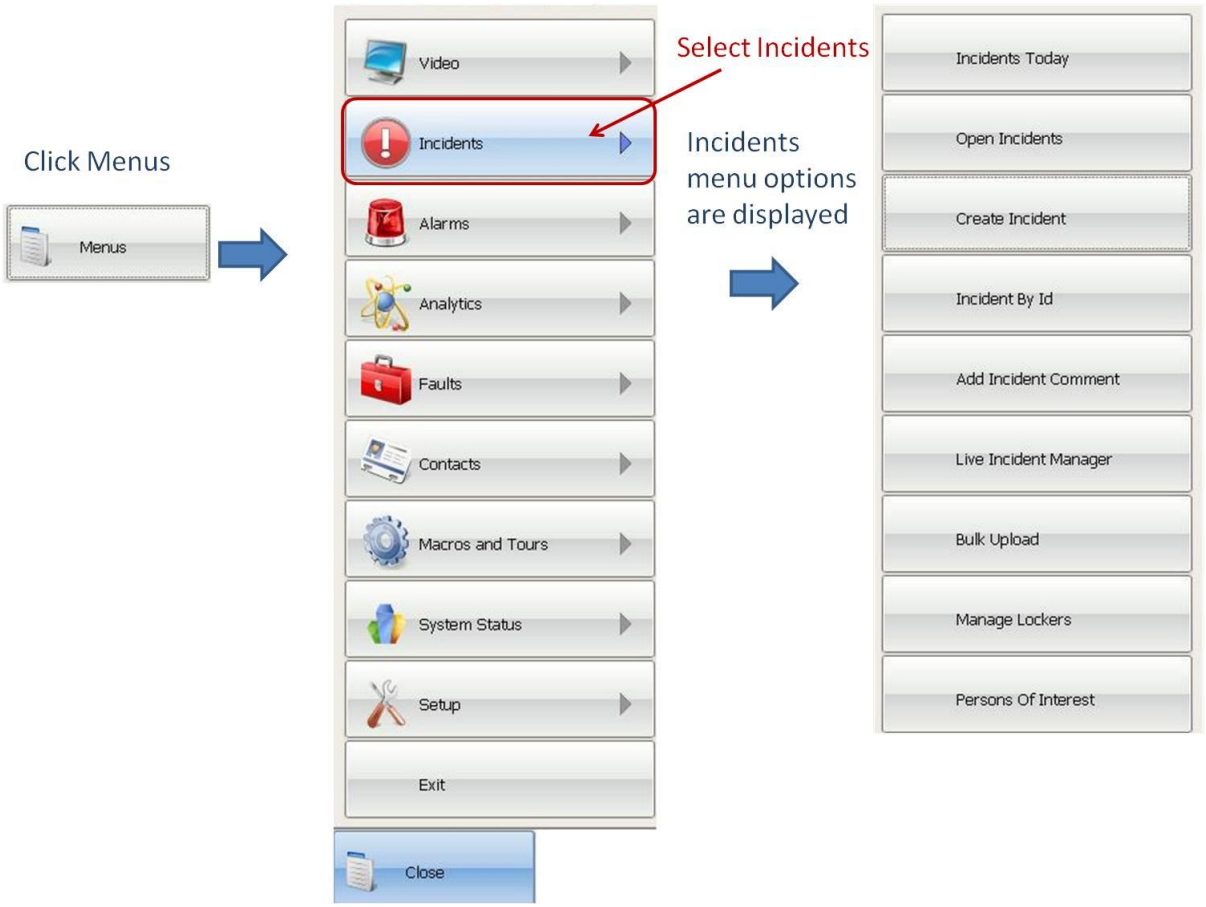
## 6.11 Incidents Menu Options

The **Incidents** menu options are accessed by clicking the **Menus** button on the **Synergy Control** screen and then selecting **Incidents**:




Each of the **Incidents** menu option allows you to perform further actions related to incidents and evidence maintenance.

### 6.11.1 Incidents Today

The **Incidents Today** menu option opens the **Select Incident** dialog displaying all incidents from the current day. The **Select Incident** dialog is described in section 6.12.

### 6.11.2 Open Incidents

The **Open Incidents** menu option opens the **Select Incident** dialog displaying all incidents that are currently open. The **Select Incident** dialog is described in section 6.12.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### 6.11.3 Create Incident

The **Create Incident** menu option opens the **Enter Incident Details** form (described in section 6.6) and allows you to create an 'empty' incident. At this stage you will enter the incident details. You can then later add video, images, actions etc. to this incident. This allows for historical events to be reported.

### 6.11.4 Incident by Id

The **Incident by Id** option allows you to search for an incident if you know the incident Id:

Type in the incident id and click **Ok**.

If the incident is found the **Incident Details** dialog with the details for this incident is launched.

### 6.11.5 Add Incident Comment

When in incident mode the **Add Incident Comment** option allows you to add comments to the active incident 'on the fly'.

You enter incident mode via the **Start Incident** button; see section 6.10 for more details. When in incident mode selecting **Add Incident Comment** launches the **Enter Comment to Add to Incident** dialog:

Enter your comment and click **Ok**.

You can keep adding comments while the incident is active. This insures that accurate comments are entered at the exact time something occurs. Each comment is time stamped. When you close the incident you can review all comments in the **Incident Details** form; edit them if desired and add new comments.


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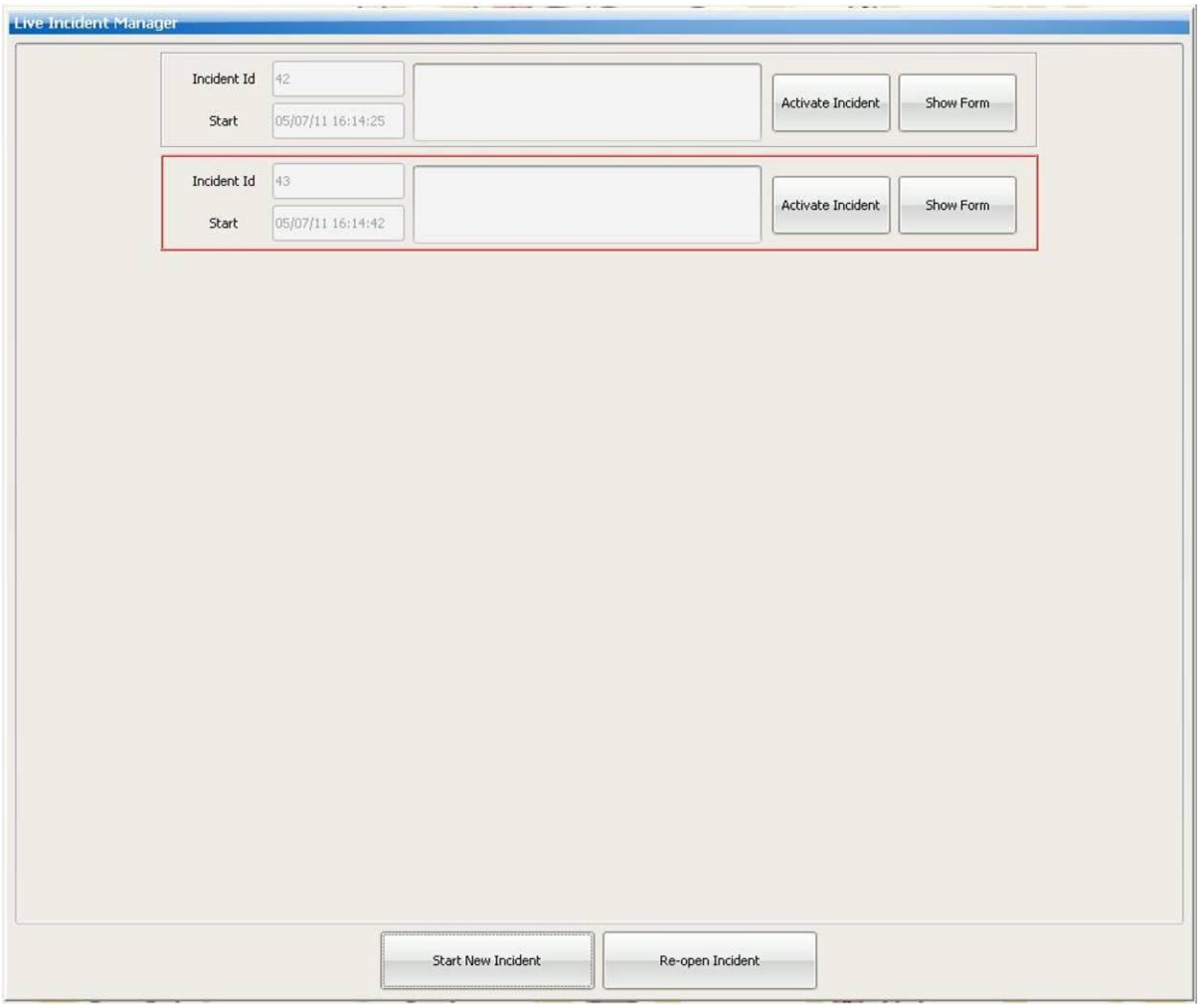
### 6.11.6 Live Incident Manager

**Live Incident Manager** is used to manage simultaneously several incidents. For example you might be monitoring a number of streets and an accident happens on one street whilst a fight starts on another.

The **Live Incident Manager** is pictured below:




Clicking the **Activate Incident** button in the box for a specific incident makes it the active one.

The **ShowForm** button displays the **Incident Details** form for that incident.

**Start New Incident** will start a new incident and activate it.

### 6.11.7 Bulk Upload

The **Bulk Upload** menu option allows you to perform a bulk upload of video footage from different cameras. This is described in detail in section 6.13.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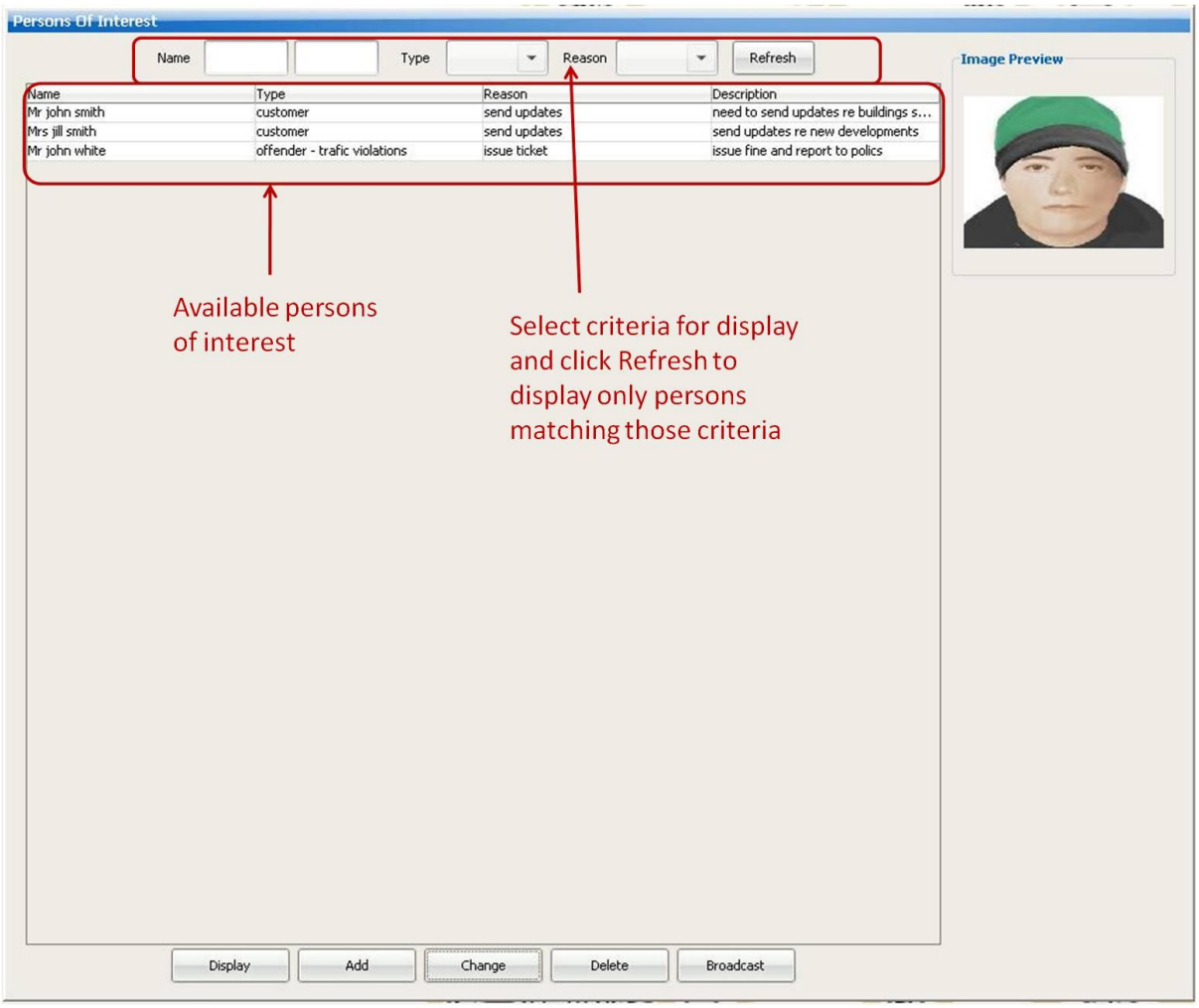
### 6.11.8 Manage Lockers

The **Manage Lockers** option allows you to view the contents of the available lockers and to manage the incidents in the lockers. This is described in section 6.7.

### 6.11.9 Persons of Interest

**Persons of Interest** allows you to access and add to a repository of persons of interest (e.g. suspects, regular offenders etc.), including a picture and a detailed description.




All currently available persons of interest are displayed in the list. You can select to display only persons matching specific criteria by typing a first and/or last **Name**, selecting a **Type** or a **Reason** (any combination of these) and then clicking the **Refresh** button.

To add a new person of interest click the **Add** button; to view the details of or change an existing person of interest click the **Change** button. The **View Gallery Entry** dialog is displayed: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The fields in the dialog are empty when adding a new person or they contain the details of an existing person.

The options in the **Name**, **Hair**, **Eyes**, **Group**, **Type** and **Reason** drop down lists are set up during System setup.

You can select up to five images for a person by selecting an **Image** tab and then clicking **Select New Image**. This will open a standard Windows dialog allowing you to find the image you want.


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Options for persons of interest are setup via **Menus->Setup->System Setup->Contacts & P.O.I.->Set Persons of Interest**.

The **Broadcast** button allows you to email the details for the selected person of interest.

To create a **Person Of Interest Details** report select the person in the list and click the **Display** button. The html report is generated and shown in Internet Explorer:

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## Persons Of Interest Details

### Gallery Image

### Further Details

General Details

| | |
|---|---|
| **Name** | Mr john white |
| **Hair Colour** | brown |
| **Eye Colour** | green |
| **Description** | issue fine and report to polics |
| **Type** | offender |
| **Reason** | issue ticket |


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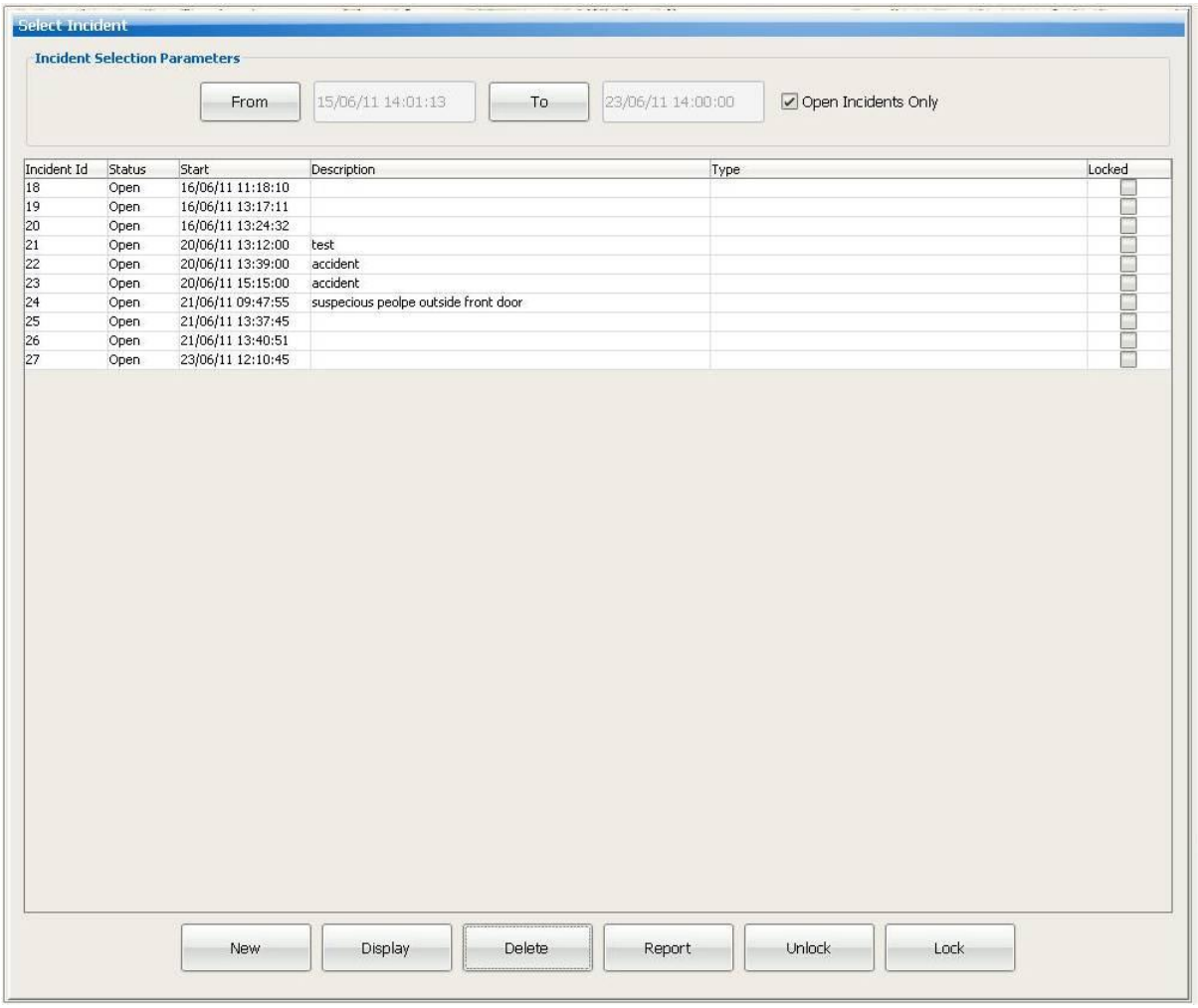
## 6.12 Select Incident Dialog

The **Select Incident** dialog is launched from the **Incidents->Open Incidents** and the **Incidents->Incidents Today** menu options.




When launched from **Incidents->Incidents Today** the **Select Incident** dialog displays by default the incidents for the current day.

When launched from **Incidents-> Open Incidents** the **Select Incident** dialog displays by default all the open incidents. Only the last 500 incidents are dispalyed

You can change the displayed range of incidents by using the controls in the **Incident Selection Parameters** group.

You can lock and unlock incidents by using the **Lock** and **Unlock** buttons respectively.

Click the **New** button to open the **Enter Incident Details** dialog (see 6.6) and create a new incident.

The **Display** button opens the **Incident Details** dialog for the selected incident and allows you to view and modify the incident's details. Any modifications will be time stamped.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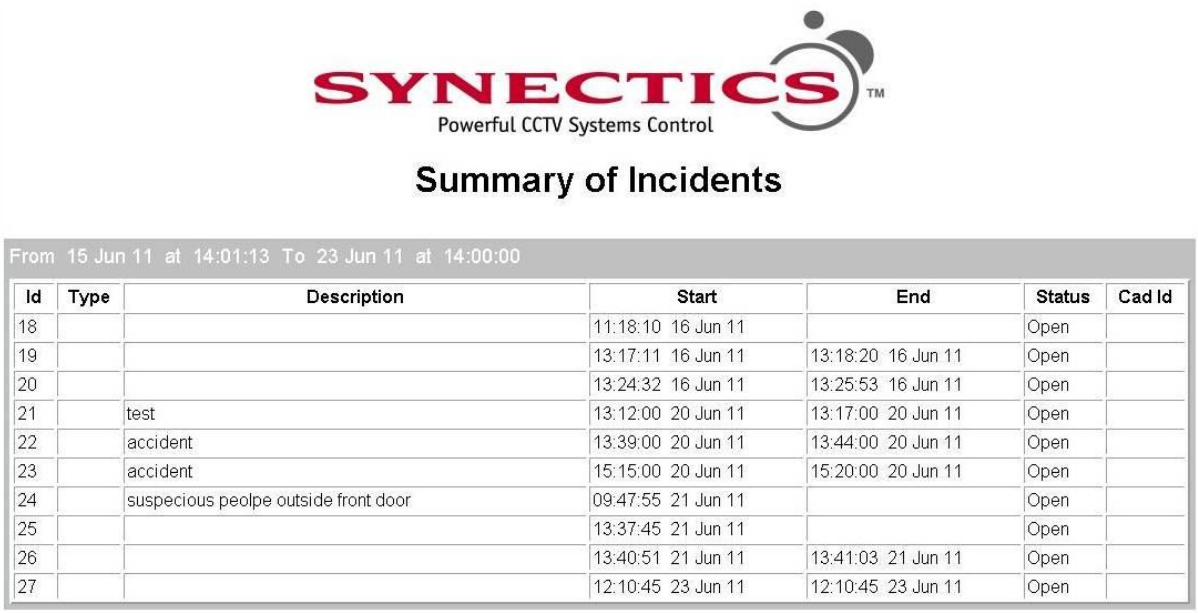
If you have the authority you can also delete an incident by selecting it and clicking the **Delete** button.

You can also generate a **Summary of Incidents** HTML report for presenting to third parties by pressing the **Report** button:




| Id | Type | Description | Start | End | Status | Cad Id |
|---|---|---|---|---|---|---|
| 18 | | | 11:18:10 16 Jun 11 | | Open | |
| 19 | | | 13:17:11 16 Jun 11 | 13:18:20 16 Jun 11 | Open | |
| 20 | | | 13:24:32 16 Jun 11 | 13:25:53 16 Jun 11 | Open | |
| 21 | | test | 13:12:00 20 Jun 11 | 13:17:00 20 Jun 11 | Open | |
| 22 | | accident | 13:39:00 20 Jun 11 | 13:44:00 20 Jun 11 | Open | |
| 23 | | accident | 15:15:00 20 Jun 11 | 15:20:00 20 Jun 11 | Open | |
| 24 | | suspecious peolpe outside front door | 09:47:55 21 Jun 11 | | Open | |
| 25 | | | 13:37:45 21 Jun 11 | | Open | |
| 26 | | | 13:40:51 21 Jun 11 | 13:41:03 21 Jun 11 | Open | |
| 27 | | | 12:10:45 23 Jun 11 | 12:10:45 23 Jun 11 | Open | |

## 6.13 Performing Bulk Upload

Bulk upload allows incident footage from multiple cameras to be saved at once to a removable drive. The footage can then be passed to third-parties, such as law courts or the police, and further examined.

Alternatively, you can save bulk upload footage to the incident locker prior to a removable drive.

The amount of available space in the incident locker, or on the removable drive, should be checked before uploading.

Bulk upload footage must not be more than 600 minutes in total.

Bulk upload involves the following steps:

- Selecting cameras containing the footage. You can select cameras from a map or you can add them manually. Selecting cameras from a map lets you view the location of the cameras in an area, and is particularly useful if you are unsure of where some of the cameras on the site are located. Alternatively if it is easier to recognise cameras by name, you can select cameras from a menu.
- Specifying the bulk upload destination. These include procedures for indicating the destination as a removable drive or an incident locker.
- Choosing incident management options to add any relevant details of the incident once you have completed bulk upload.

To perform a bulk upload select **Menus->Incidents->Bulk Upload** menu option. The **Bulk Upload Method** dialog is launched, allowing you to select the camera selection method:

If you select **Yes** you will be able to select cameras using map(s). If you select **No**, you will have to add the cameras manually in the **Definition of Incident Bulk Upload** dialog.

### 6.13.1 Selecting Cameras for Bulk Upload Using Maps

You can select cameras for the bulk upload from one or several maps. First navigate to the map you wish to select cameras from

First navigate to the map you wish to select cameras from.

On the map draw a rectangle around the cameras you wish to select and then click the

button in the **Information and Events Pane** on the right. You can select more cameras from the same Area or Location map or navigate to another map and select cameras. Each time you need to click Add Selected Area for the cameras to be added to the bulk upload.

When finished selecting cameras click the


button.

The **Definition of Incident Bulk Upload** dialog is displayed.

### 6.13.2 Definition of Incident Bulk Upload

The **Definition of Incident Bulk Upload** dialog is launched if you select **No** in the **Bulk Upload Method** dialog. It is also launched when you click **Finished** at the end of selecting cameras for bulk upload from a map.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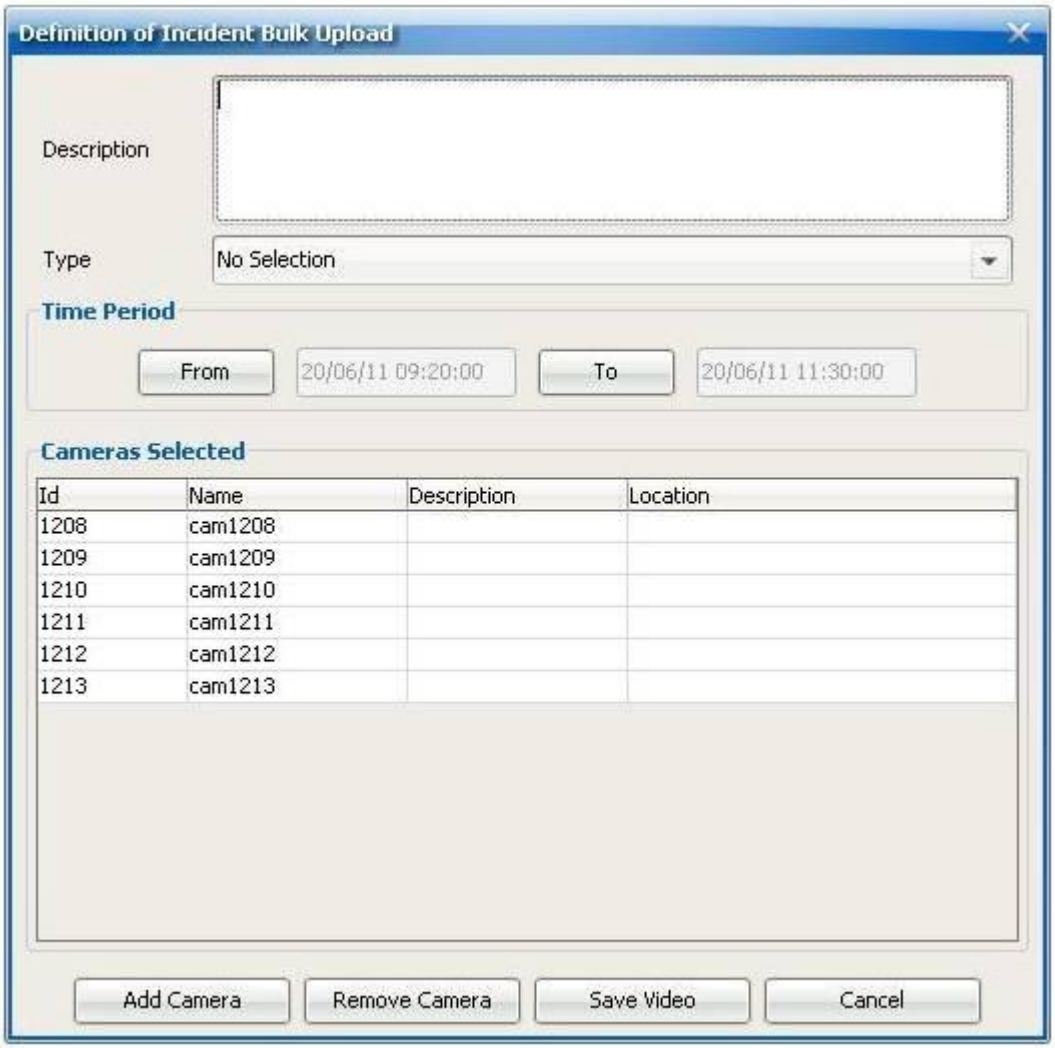


The **Cameras Selected** list displays all cameras already selected for the bulk upload.

In this dialog you have to enter the **Description** for the incident; you should enter a description that will allow other users to easily identify the incident when browsing incidents in the incident locker. Select the **Type** of incident from the drop down list. The incident types that are available are ones that have been previously configured by a Synergy administrator.

Select a time and date for the start of the camera footage using the **From** button and a time and date for the end of the incident using **To** button.

Ensure that there is no more than 600 minutes between the **From** and **To** date and time settings.

You can add cameras to the **Cameras Selected** list by pressing **Add Camera**. Enter the cameras Id in the **Select Camera** dialog displayed and click **OK**. The camera is added to the list.

You can delete a camera from the list by selecting it and then clicking **Remove Camera**.


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When finished, click **Save Video** to save all the video for the bulk upload.

### 6.13.3 Bulk Upload Location

You can perform bulk upload to a removable drive or to an incident locker.

After you click Save **Video** in the **Definition of Incident Bulk Upload** dialog the **Select Location for Bulk Upload** dialog is displayed:

#### 6.13.3.1 Bulk Upload to a Removable Drive

To save to a removable drive click the **Removable Drive** button. You'll then have to select the drive:

Select the drive and click **OK**. The **Starting Export Process** message is displayed:

Click **OK**. The **Export Space Summary** dialog box is shown:

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Click **OK** and the export will start. The video files are saved in a folder recorded_video_data. During the export messages regarding the status of the export are displayed in the **Information and Event Pane**. Examples are:

If a problem occurs a message is also displayed. For example if there isn't enough space on the removable drive you will see the following message:

The **Auto Generation of Incident** dialog is shown when the bulk upload process is complete:

Click **Yes** to immediately view the incident for the bulk upload request. The **Enter Incident Details** dialog is shown and you can enter incident details as described in section 6.6. To view the bulk upload information at a later point in time, click **No.**

#### 6.13.3.2 Bulk Upload to an Incident Locker

To save the bulk upload video files to an incident locker click the **Incident Locker** button in the **Select Location for Bulk Upload** dialog. You can either create a new incident or save the footage to an existing incident:

Check Incident To Create
Would you like to create a new incident for the video?
Press 'No' to select an existing saved incident
Yes
No

If you select **Yes** the bulk upload footage is saved to a new incident and a confirmation message is displayed.


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If you select **No** the **Review Incident**s dialog (described in section 6.5) is displayed and you can select the incident you want the footage added to.

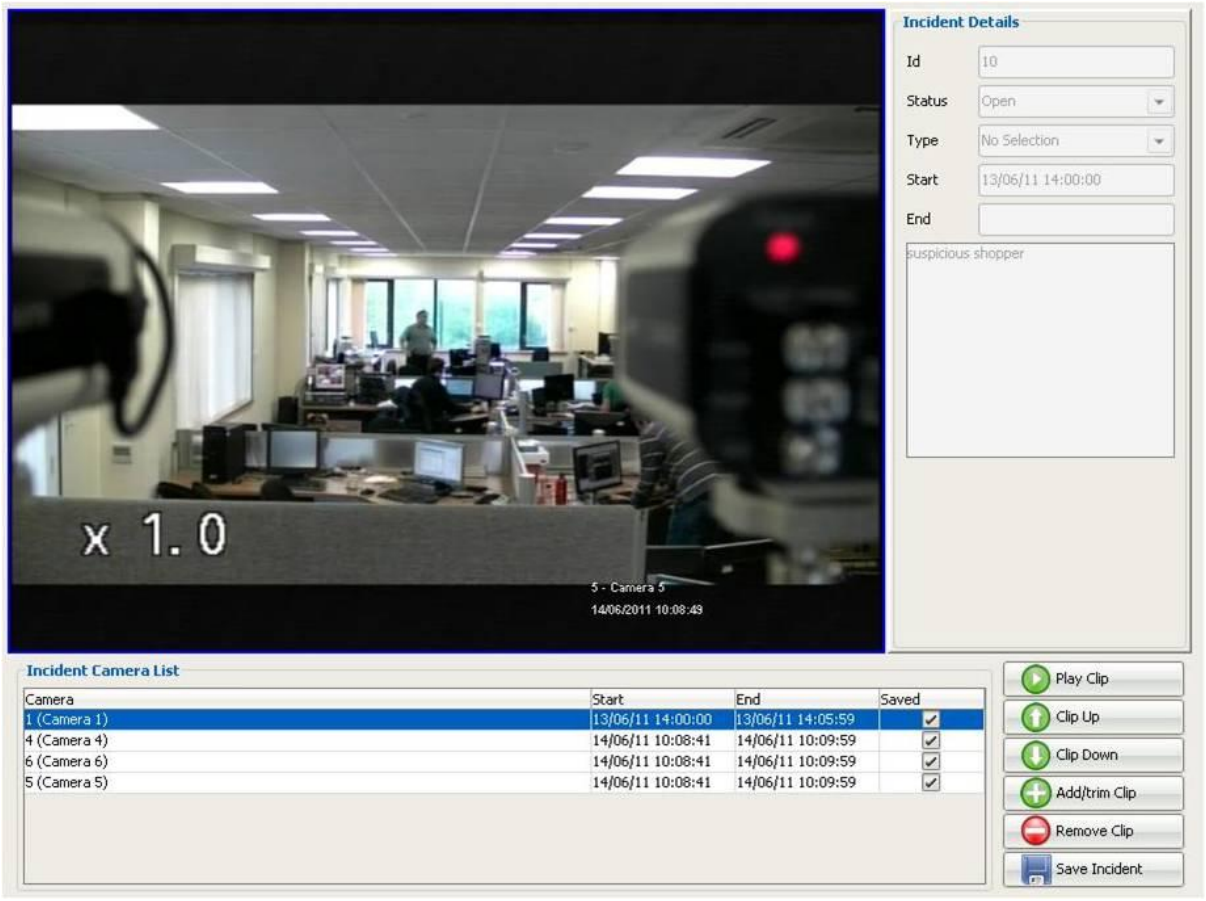
The **Auto Generation of Incident** dialog is shown when the bulk upload process is complete.

## 6.14 Incident View

**Incident View** allows you to view the details of an incident and to play the video clips of the incident.

**Incident View** opens when you click **Video** on the **Incident Details** dialog (see 6.6.10) and when you select **Play Incident Video** on the **Incident Management** dialog (see 6.3).

You can enter **Incident View** by selecting the **Incident View** button on the **Select Layout** dialog; see 2.3.2.3.




The fields in the **Incident Details** group are populated with the information for the current incident; they are read only.

The video from different cameras that is saved for this incident is displayed in the **Incident Camera List**.

You can play the currently selected clip by clicking the **Play Clip** button. While a clip is playing use the **Video Playback** controls (described in detail in section 2.2.1) to browse through it.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You can rearrange the order of the clips by using the **Clip Up** and **Clip Down** buttons.

If a clip is not required delete by selecting it and then click **Remove Clip**. You will have to confirm that you wish to remove the clip:

Use the **Add/Trim Clip** button to add new clips and trim existing clips. To trim clips use the Cut Into Video Clip tool .

To save the changes made to the incident click **Save Incident**.


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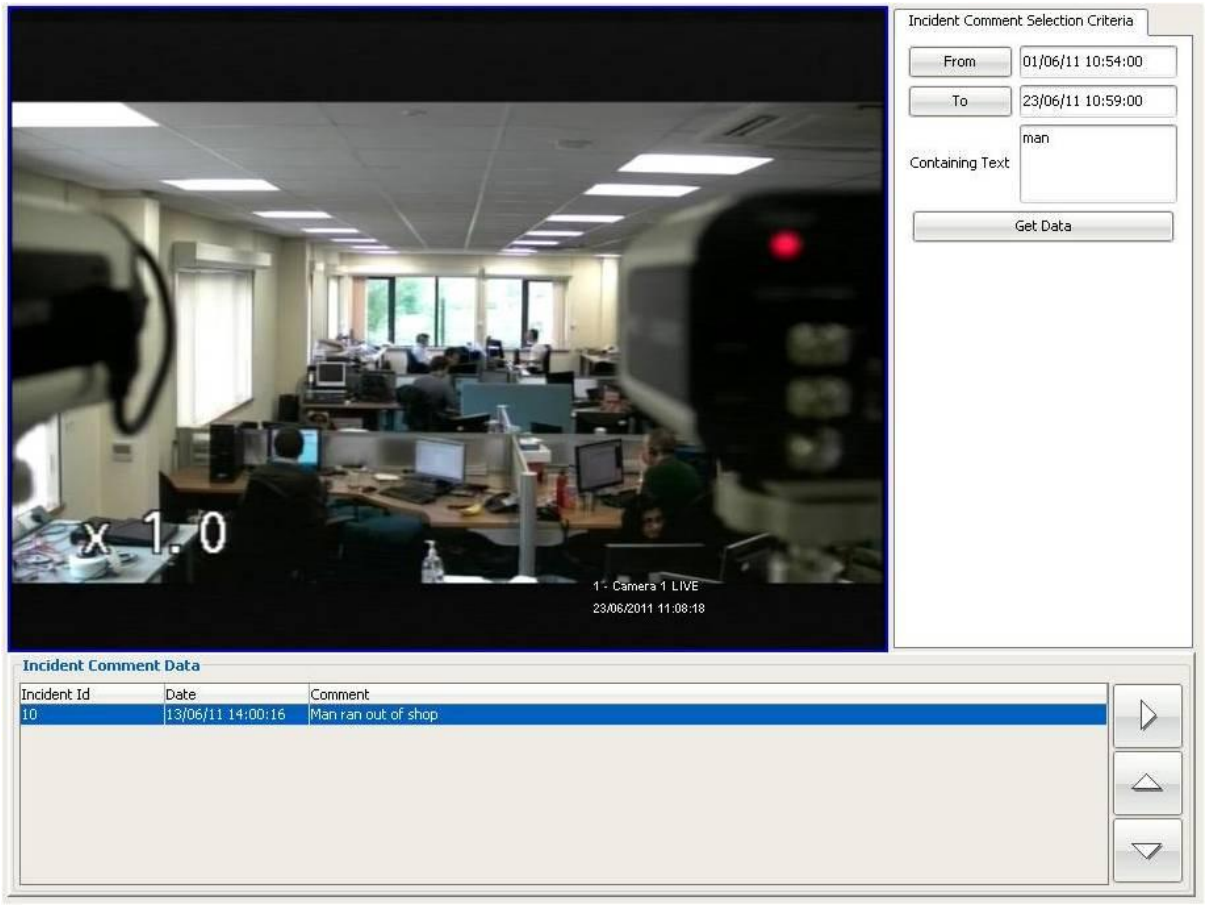
## 6.15 Incident Comments Layout

**Incident Comments** layout is accessed from the **Select Layout** dialog; see 2.3.2.4.

**Incident Comments** layout allows you to search for and review incidents containing specific text in the comments. **Incident Comments** layout is illustrated below:




Use the **From** and **To** buttons to select the time period within which to search. Each of these buttons displays a **Select Date** dialog. Then type in the text you wish to search for in the **Containing Text** field.

Click the **Get Data** button. All incidents containing the specified text and within the specified period are displayed in the **Incident Comment Data** list.

You can use the button to play the video for the selected incident in the list. While a clip is playing use the **Video Playback** controls (described in detail in section 2.2.1) to browse through it.

You can rearrange the clips by using the and buttons.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When there are more than one clips for an incident the earliest video is played.


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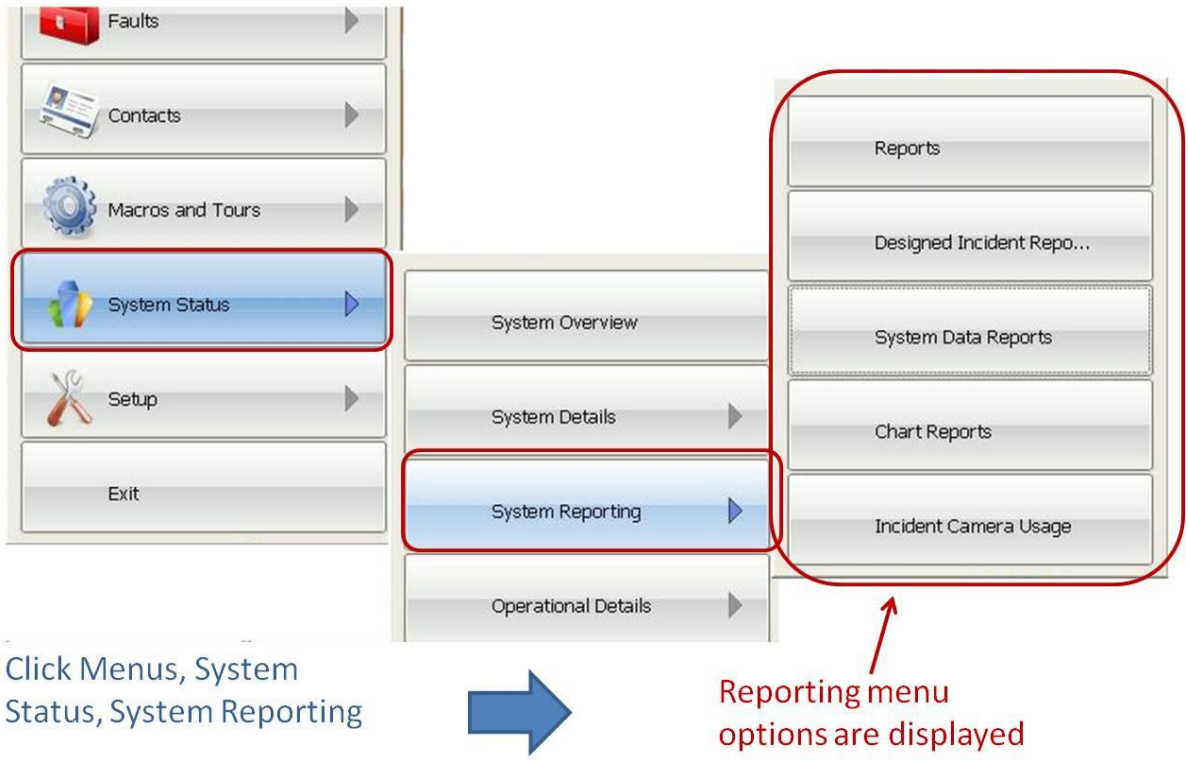
# 7 Reports

Synergy provides a powerful fully featured, searchable and customisable **Reporting System** allowing control Managers, Supervisors and Users to get relevant data in a fast and visual way. This includes data on User tracking, Incidents and Incidents Categorisation, Alarms, Faults and much more.

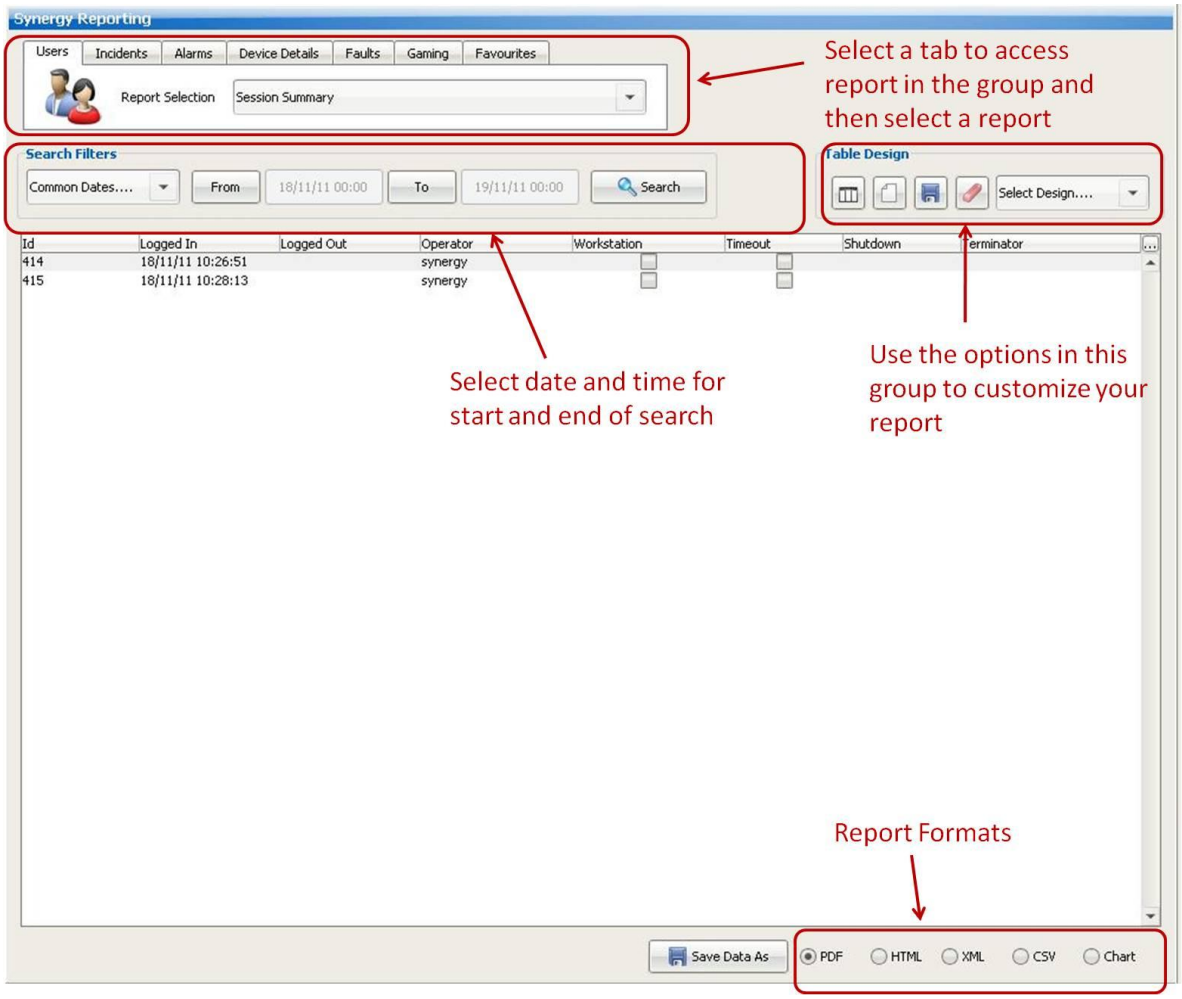
You can also purchase an add-on that will allow you to design your own customised reports.

To access the reporting functionality select **Menus->System Status->System Reporting**. The **Reporting** menu options are displayed.



## 7.1 Reports - General

The **Reports** option launches the **Synergy Reporting** tabbed dialog giving you access to all the reports available. Each of the tabs provides access to a group of reports.




You can select a tab to access a group of reports and then select the specific report type from the **Report Selection** drop down list options. The various report types in each group are described in the following sections.

In the **Search Filters** group you select the date and time for the start and end of the report.
The **Common Dates** drop down list provides a selection of the following options:

You can select an option and then press **Search** to find reports for the selected period.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Alternatively you can use the **From** and **To** options to specify the start and end dates and time of the report. Both the **From** and **To** buttons launch the **Select Date** dialog pictured below:

Use the options on the dialog to select a date and time and when finished press **OK**.

Once you have selected the **From** and **To** date and time press **Search** and Synergy will produce a report for the specified time frame.


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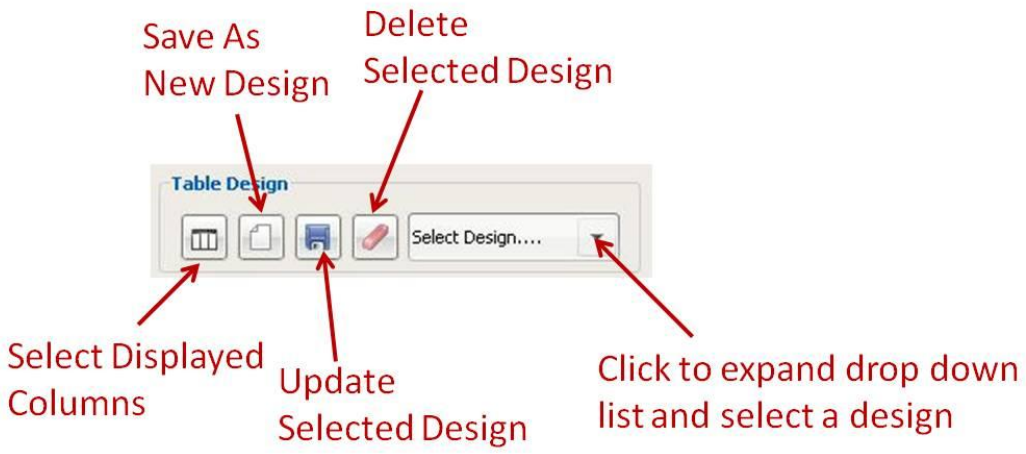
### 7.1.1 Table Design

For each type of report you can also select what columns you want to have in the report and save your selections as a new table design for this report type using the options in the **Table Design** group.




Clicking the **Select Displayed Columns** button shows a dialog listing all available columns for the type of report selected. The picture below shows the options for **Users->Session Summary** report.

You can tick and un-tick the check boxes. The ticked ones will appear in the table. When satisfied with your selection click the **Finished** option.

The dialog will close and the report will now display only the columns you selected.

If you want to save your table design for future use click the **Save As New Design** button in the **Table Design** group. You will have to enter a name for the layout.

All saved designs are available and selectable from the **Select Design** drop down list.

You can update a previously saved design by selecting it, then clicking the **Select Displayed Columns** button and changing the column selection as desired and then clicking the **Update Selected Design** option.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To delete a design select it and then click **Delete Selected Design**.

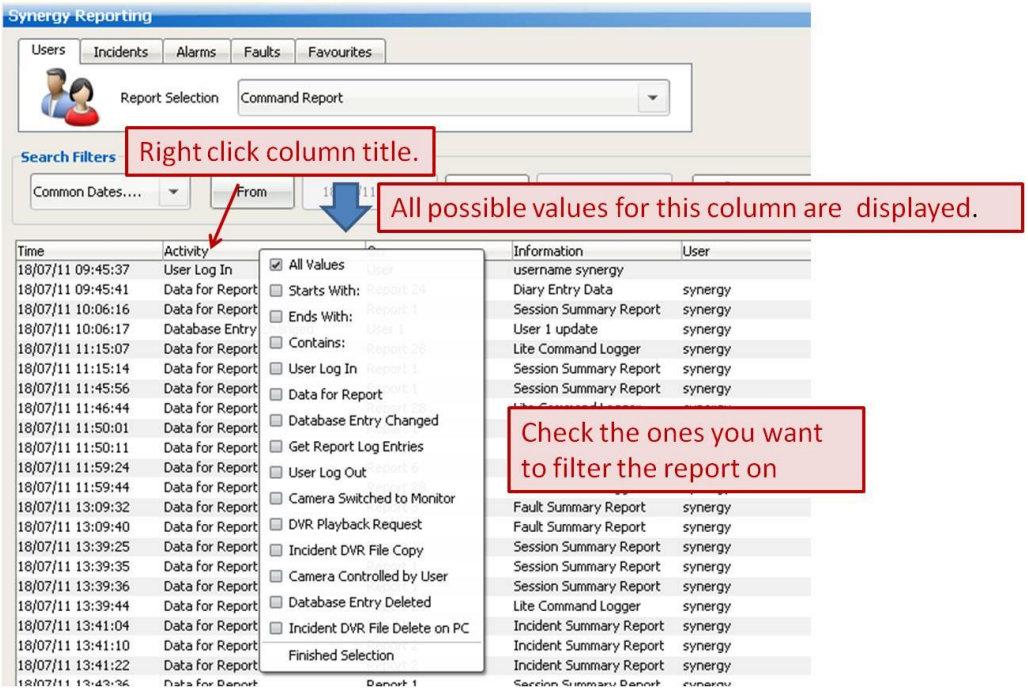
You can produce a report in one of the following formats: PDF, HTML, XML. CSV, Chart. Select the desired format from the options at the bottom of the dialog (next to the **Save Data As button**). To produce your report click the **Save Data As** button.

The report reflects the columns and data from the Synergy Reporting dialog and the title reflects the report type.

### 7.1.2 Filtering Reports

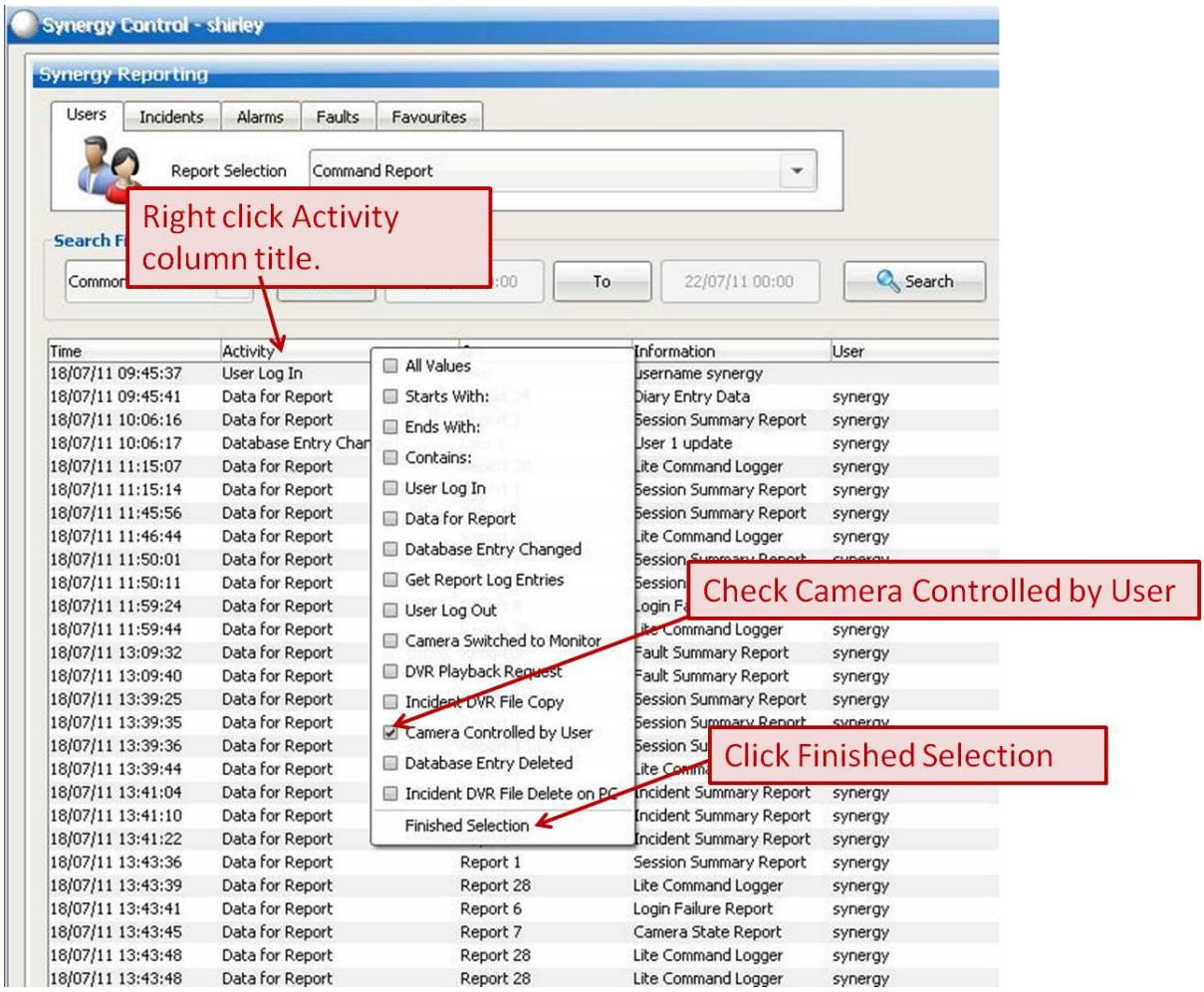
You can filter a report on specific values for any of the columns in the report. When you right click a column title a dialog opens presenting you with the possible values for the column with a check box next to each value. Tick the check boxes for the values you want to filter the report on. If you want all values for a specific column to be included in the report select **All Values.**

For example if you select **Users** tab and then **Command Report** right clicking on the **Activity** column presents options as follows:

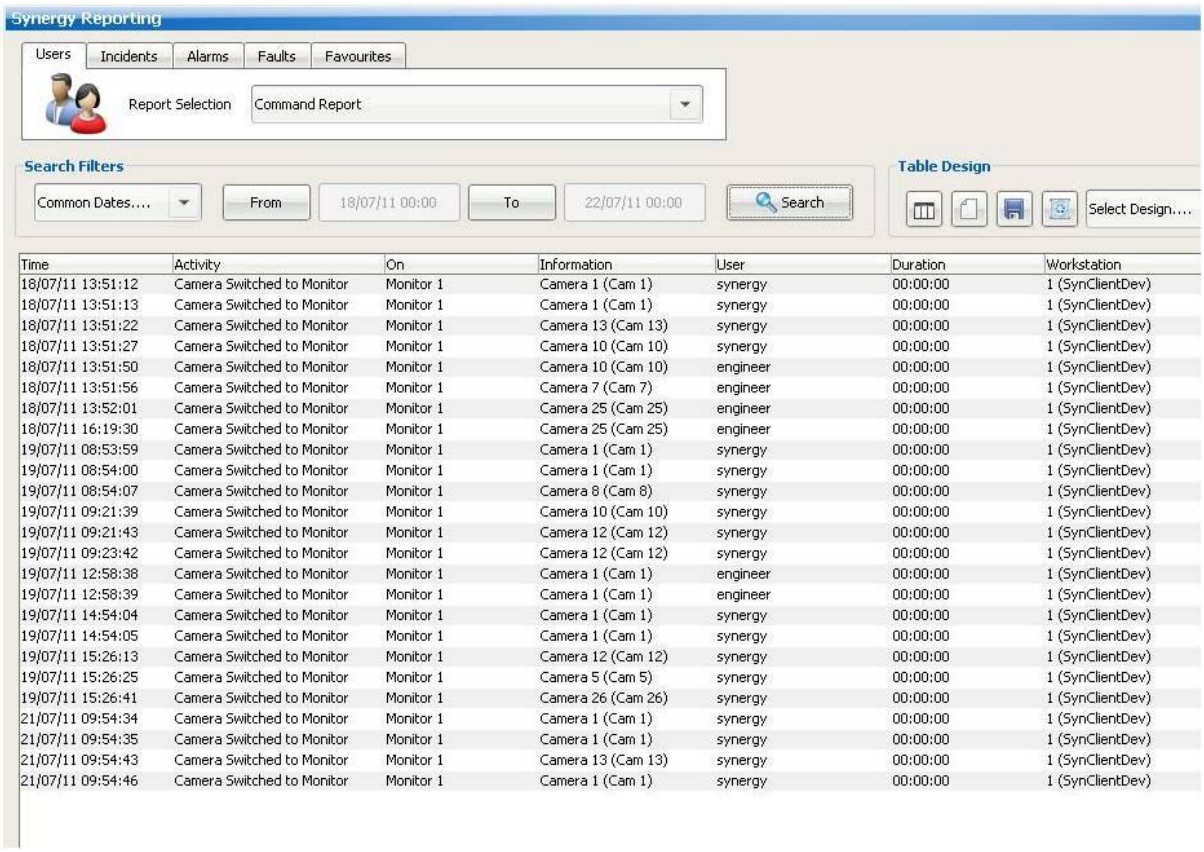



Below is an example of filtering a **Command Report** on a certain activity performed by a certain user. In this example the activity is **Camera Switched to Monitor** and the user is **engineer.**

1. Select Users-Command Report
2. Select the time period for which you would like the report
3. If desired change the columns that are displayed using the **Select Displayed Columns** option in **Table Design** group
4. Right click the **Activity** column title, check **Camera Switched to Monitor** and then click **Finished Selection**.



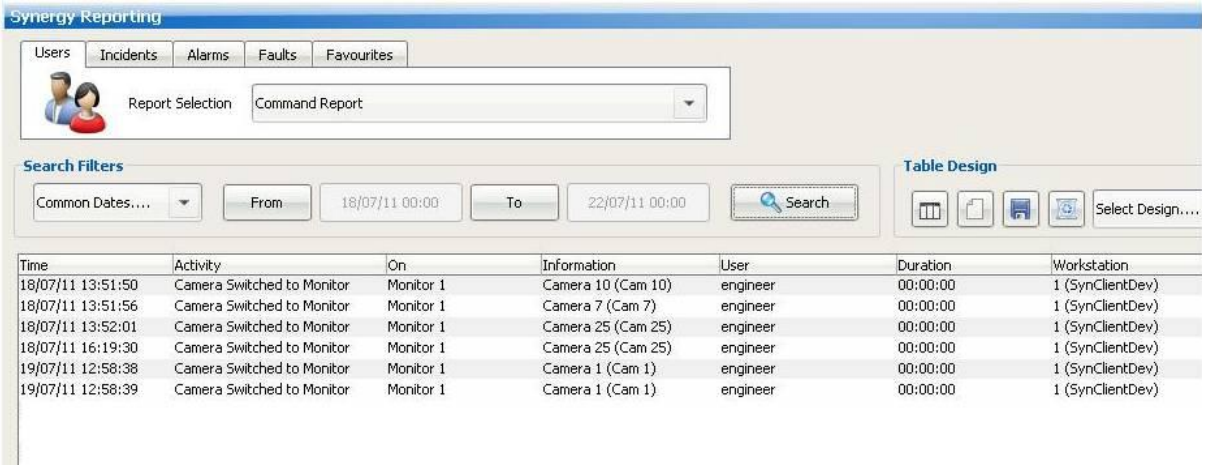

5. Now only commands where activity is **Camera Switched to Monitor** are displayed:




| Time | Activity | On | Information | User | Duration | Workstation |
|---|---|---|---|---|---|---|
| 18/07/11 13:51:12 | Camera Switched to Monitor | Monitor 1 | Camera 1 (Cam 1) | synergy | 00:00:00 | 1 (SynClientDev) |
| 18/07/11 13:51:13 | Camera Switched to Monitor | Monitor 1 | Camera 1 (Cam 1) | synergy | 00:00:00 | 1 (SynClientDev) |
| 18/07/11 13:51:22 | Camera Switched to Monitor | Monitor 1 | Camera 13 (Cam 13) | synergy | 00:00:00 | 1 (SynClientDev) |
| 18/07/11 13:51:27 | Camera Switched to Monitor | Monitor 1 | Camera 10 (Cam 10) | synergy | 00:00:00 | 1 (SynClientDev) |
| 18/07/11 13:51:50 | Camera Switched to Monitor | Monitor 1 | Camera 10 (Cam 10) | engineer | 00:00:00 | 1 (SynClientDev) |
| 18/07/11 13:51:56 | Camera Switched to Monitor | Monitor 1 | Camera 7 (Cam 7) | engineer | 00:00:00 | 1 (SynClientDev) |
| 18/07/11 13:52:01 | Camera Switched to Monitor | Monitor 1 | Camera 25 (Cam 25) | engineer | 00:00:00 | 1 (SynClientDev) |
| 18/07/11 16:19:30 | Camera Switched to Monitor | Monitor 1 | Camera 25 (Cam 25) | engineer | 00:00:00 | 1 (SynClientDev) |
| 19/07/11 08:53:59 | Camera Switched to Monitor | Monitor 1 | Camera 1 (Cam 1) | synergy | 00:00:00 | 1 (SynClientDev) |
| 19/07/11 08:54:00 | Camera Switched to Monitor | Monitor 1 | Camera 1 (Cam 1) | synergy | 00:00:00 | 1 (SynClientDev) |
| 19/07/11 08:54:07 | Camera Switched to Monitor | Monitor 1 | Camera 8 (Cam 8) | synergy | 00:00:00 | 1 (SynClientDev) |
| 19/07/11 09:21:39 | Camera Switched to Monitor | Monitor 1 | Camera 10 (Cam 10) | synergy | 00:00:00 | 1 (SynClientDev) |
| 19/07/11 09:21:43 | Camera Switched to Monitor | Monitor 1 | Camera 12 (Cam 12) | synergy | 00:00:00 | 1 (SynClientDev) |
| 19/07/11 09:23:42 | Camera Switched to Monitor | Monitor 1 | Camera 12 (Cam 12) | synergy | 00:00:00 | 1 (SynClientDev) |
| 19/07/11 12:58:38 | Camera Switched to Monitor | Monitor 1 | Camera 1 (Cam 1) | engineer | 00:00:00 | 1 (SynClientDev) |
| 19/07/11 12:58:39 | Camera Switched to Monitor | Monitor 1 | Camera 1 (Cam 1) | engineer | 00:00:00 | 1 (SynClientDev) |
| 19/07/11 14:54:04 | Camera Switched to Monitor | Monitor 1 | Camera 1 (Cam 1) | synergy | 00:00:00 | 1 (SynClientDev) |
| 19/07/11 14:54:05 | Camera Switched to Monitor | Monitor 1 | Camera 1 (Cam 1) | synergy | 00:00:00 | 1 (SynClientDev) |
| 19/07/11 15:26:13 | Camera Switched to Monitor | Monitor 1 | Camera 12 (Cam 12) | synergy | 00:00:00 | 1 (SynClientDev) |
| 19/07/11 15:26:25 | Camera Switched to Monitor | Monitor 1 | Camera 5 (Cam 5) | synergy | 00:00:00 | 1 (SynClientDev) |
| 19/07/11 15:26:41 | Camera Switched to Monitor | Monitor 1 | Camera 26 (Cam 26) | synergy | 00:00:00 | 1 (SynClientDev) |
| 21/07/11 09:54:34 | Camera Switched to Monitor | Monitor 1 | Camera 1 (Cam 1) | synergy | 00:00:00 | 1 (SynClientDev) |
| 21/07/11 09:54:35 | Camera Switched to Monitor | Monitor 1 | Camera 1 (Cam 1) | synergy | 00:00:00 | 1 (SynClientDev) |
| 21/07/11 09:54:43 | Camera Switched to Monitor | Monitor 1 | Camera 13 (Cam 13) | synergy | 00:00:00 | 1 (SynClientDev) |
| 21/07/11 09:54:46 | Camera Switched to Monitor | Monitor 1 | Camera 1 (Cam 1) | synergy | 00:00:00 | 1 (SynClientDev) |

6. Right click the **User** column title, check **engineer** and then click **Finished Selection**.

7. Now only commands where activity is Camera Switched to **monitor** and user is **engineer** are displayed:




| Time | Activity | On | Information | User | Duration | Workstation |
|---|---|---|---|---|---|---|
| 18/07/11 13:51:50 | Camera Switched to Monitor | Monitor 1 | Camera 10 (Cam 10) | engineer | 00:00:00 | 1 (SynClientDev) |
| 18/07/11 13:51:56 | Camera Switched to Monitor | Monitor 1 | Camera 7 (Cam 7) | engineer | 00:00:00 | 1 (SynClientDev) |
| 18/07/11 13:52:01 | Camera Switched to Monitor | Monitor 1 | Camera 25 (Cam 25) | engineer | 00:00:00 | 1 (SynClientDev) |
| 18/07/11 16:19:30 | Camera Switched to Monitor | Monitor 1 | Camera 25 (Cam 25) | engineer | 00:00:00 | 1 (SynClientDev) |
| 19/07/11 12:58:38 | Camera Switched to Monitor | Monitor 1 | Camera 1 (Cam 1) | engineer | 00:00:00 | 1 (SynClientDev) |
| 19/07/11 12:58:39 | Camera Switched to Monitor | Monitor 1 | Camera 1 (Cam 1) | engineer | 00:00:00 | 1 (SynClientDev) |

8. You can now save your filtered report in any of the available formats

Similarly you can filter any report on the value(s) in any of the columns specific to this type of report.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### 7.1.3 Report Formats

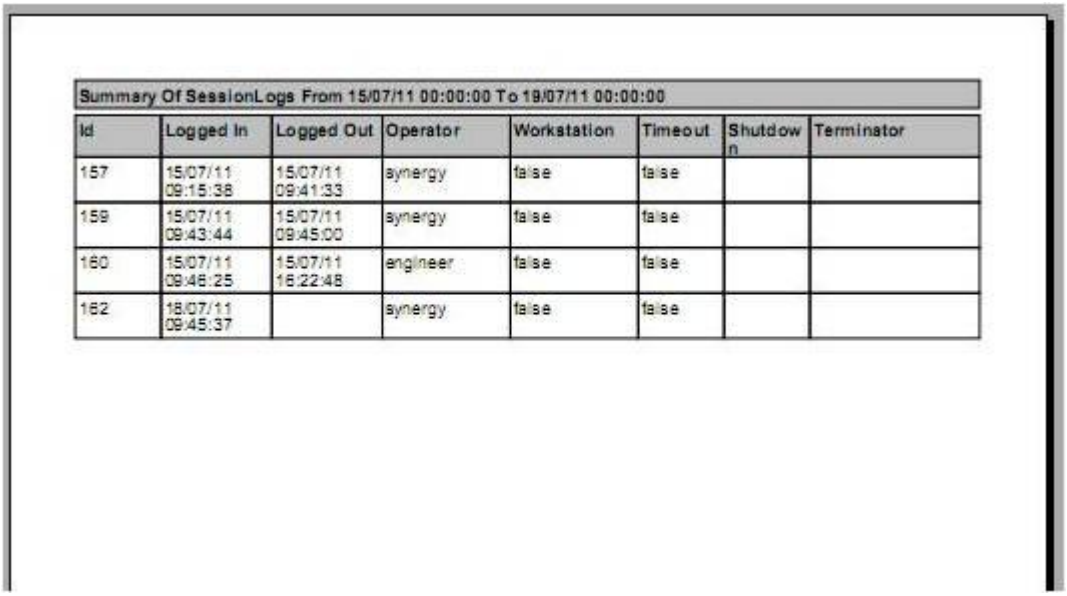
You can use the options in the Report Formats area to generate one of the following types of report:

- PDF
- HTML
- XML
- CSV
- Chart

Select the option you want and then click **Save Data As** to generate the report.

#### 7.1.3.1 PDF Report Sample

Below is an example of a PDF report. This one is a **Session Summary** PDF report. Other types of PDF reports will have different title and columns, but the same general look.



Summary Of SessionLogs From 15/07/11 00:00:00 To 19/07/11 00:00:00

| Id | Logged In | Logged Out | Operator | Workstation | Timeout | Shutdown | Terminator |
|---|---|---|---|---|---|---|---|
| 157 | 15/07/11 09:15:38 | 15/07/11 09:41:33 | synergy | false | false | | |
| 159 | 15/07/11 09:43:44 | 15/07/11 09:45:00 | synergy | false | false | | |
| 160 | 15/07/11 09:46:25 | 15/07/11 16:22:48 | engineer | false | false | | |
| 162 | 18/07/11 09:45:37 | | synergy | false | false | | |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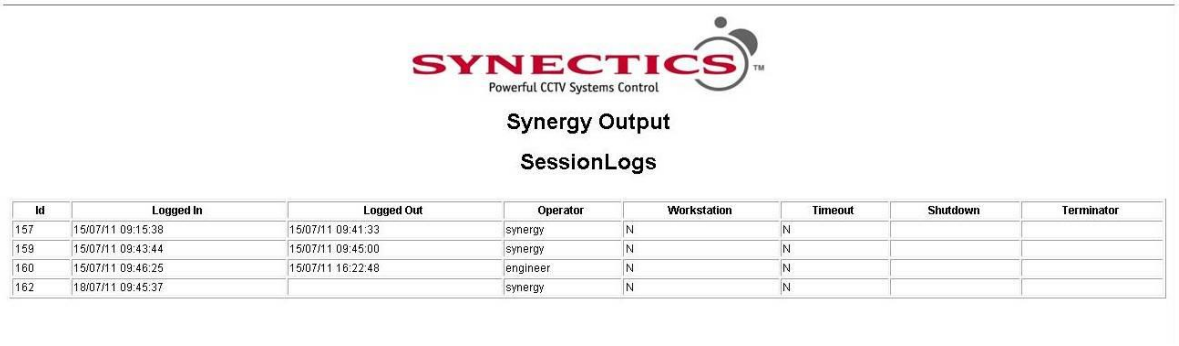
### 7.1.3.2 HTML Report Sample

Below is an example of a html report. This one is a Session Summary html report. Other types of html reports will have different title and column, but the same look.



SYNECTICS
Powerful CCTV Systems Control

**Synergy Output**

**SessionLogs**

| Id | Logged In | Logged Out | Operator | Workstation | Timeout | Shutdown | Terminator |
|---|---|---|---|---|---|---|---|
| 157 | 15/07/11 09:15:38 | 15/07/11 09:41:33 | synergy | N | N | | |
| 159 | 15/07/11 09:43:44 | 15/07/11 09:45:00 | synergy | N | N | | |
| 160 | 15/07/11 09:46:25 | 15/07/11 16:22:48 | engineer | N | N | | |
| 162 | 18/07/11 09:45:37 | | synergy | N | N | | |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#### 7.1.3.3 XML Report Sample

Below is an example of a html report. This one is a **Session Summary** html report. Other types of html reports will have different title and column, but the same look.

XML Reports are used to send information to systems other than Synergy.

```
<?xml version="1.0" encoding="UTF-8" ?>
- <data>
  - <row>
      <Id>291</Id>
      <LoggedIn>31/08/11 08:50:11</LoggedIn>
      <LoggedOut />
      <Operator>synergy</Operator>
      <Workstation>N</Workstation>
      <Timeout>N</Timeout>
      <Shutdown />
      <Terminator />
    </row>
  - <row>
      <Id>292</Id>
      <LoggedIn>31/08/11 08:50:50</LoggedIn>
      <LoggedOut>31/08/11 11:08:46</LoggedOut>
      <Operator>synergy</Operator>
      <Workstation>N</Workstation>
      <Timeout>N</Timeout>
      <Shutdown />
      <Terminator />
    </row>
  - <row>
      <Id>293</Id>
      <LoggedIn>31/08/11 11:08:52</LoggedIn>
      <LoggedOut>31/08/11 11:53:38</LoggedOut>
      <Operator>synergy</Operator>
      <Workstation>N</Workstation>
      <Timeout>N</Timeout>
      <Shutdown />
      <Terminator />
    </row>
  - <row>
      <Id>294</Id>
      <LoggedIn>31/08/11 11:53:44</LoggedIn>
      <LoggedOut />
      <Operator>synergy</Operator>
      <Workstation>N</Workstation>
      <Timeout>N</Timeout>
      <Shutdown />
      <Terminator />
    </row>
  </data>
```


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#### 7.1.3.4 CSV Report

A CSV report can be opened in applications such as Microsoft Excel.

#### 7.1.3.5 Chart Report

Several different types of chart reports are available in Synergy:

To create a chart, select the **Chart** option and then click **Save Data As**. The **Define Quick Chart Report** dialog is launched:

A default name is assigned, but you can change it if desired.

Then select how you want the data to be summarized by selecting an option from the **Summarize Data By** drop down list.

Select one of the available chart types from the **Report Type** drop down list. The options are:

- Pie Chart
- Bar Chart
- Line Chart
- Stacked Bar Chart

Examples of the four types of chart follow in the subsections.

Check **Print Landscape** if you want the print out to be landscape.

Checking **3D Effect** makes the chart look 3D.

And checking **Show Legend** will display a legend for the chart on the report. Having the legend helps to interpret the chart.


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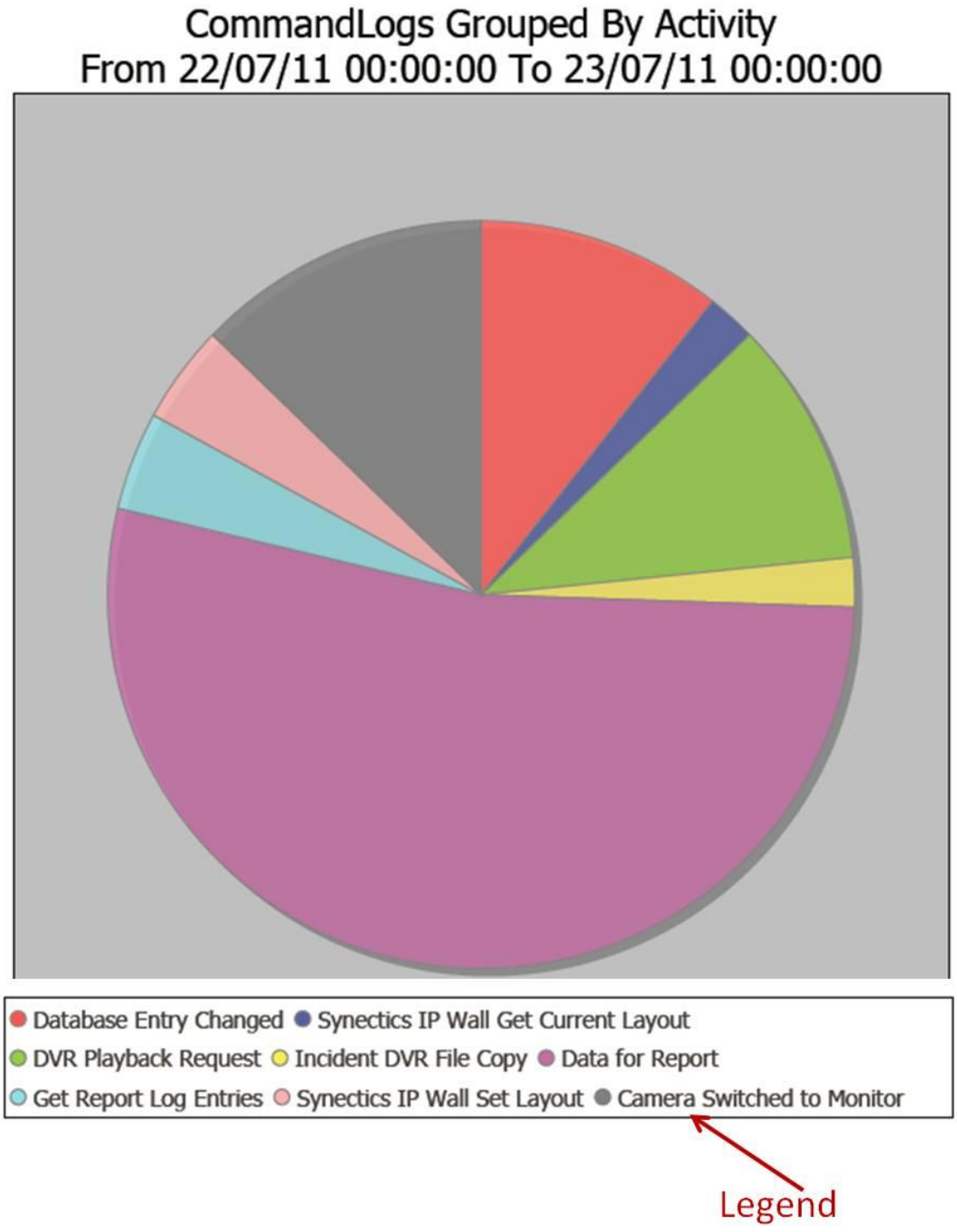
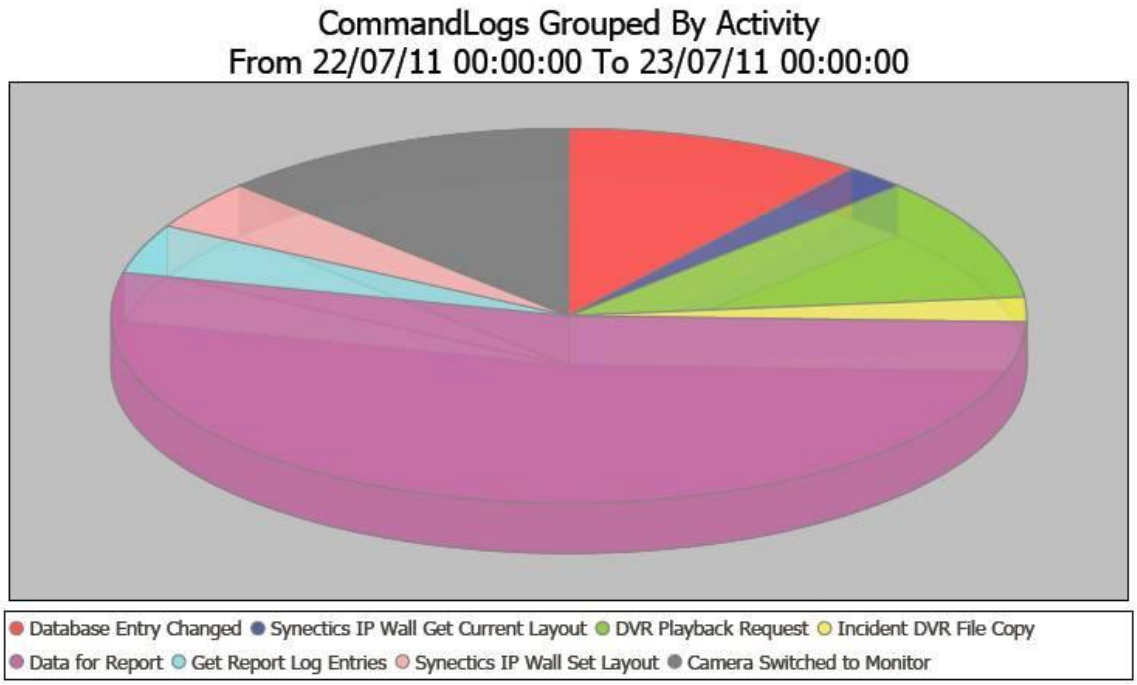
#### 7.1.3.5.1 Pie Chart

This is an example of a **Pie Chart** generated from a **Command** report grouped by **Activity**:



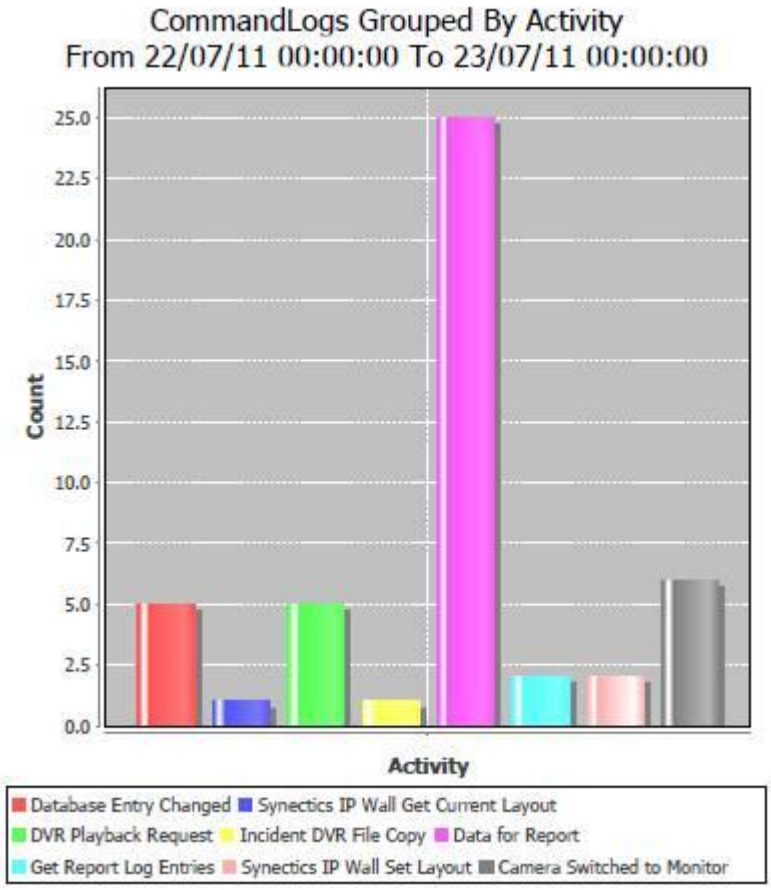

The Legend will be there if the **Show Legend** check box was checked.

And here is the same report, but when **3D Effect** and **Print Landscape** were also checked:


CommandLogs Grouped By Activity
From 22/07/11 00:00:00 To 23/07/11 00:00:00
Database Entry Changed
Synectics IP Wall Get Current Layout
DVR Playback Request
Incident DVR File Copy
Data for Report
Get Report Log Entries
Synectics IP Wall Set Layout
Camera Switched to Monitor

#### 7.1.3.5.2 Bar Chart

This is an example of a **Bar Chart** generated from a **Command** report grouped by **Activity**:





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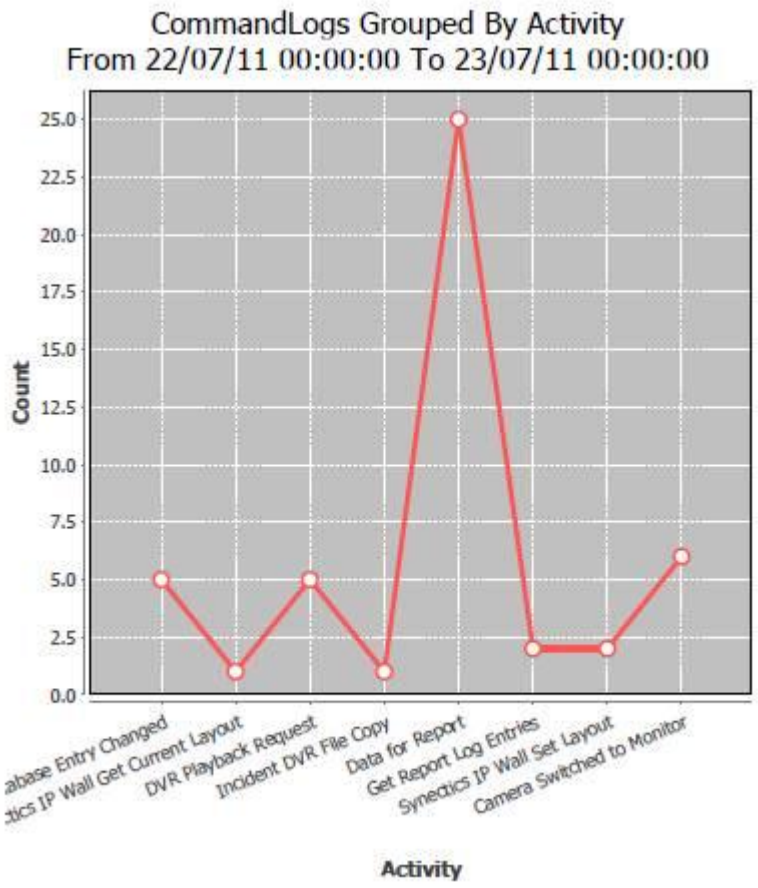
#### 7.1.3.5.3 Line Chart

An example of a **Line Chart** generated from a **Command** report grouped by **Activity**:





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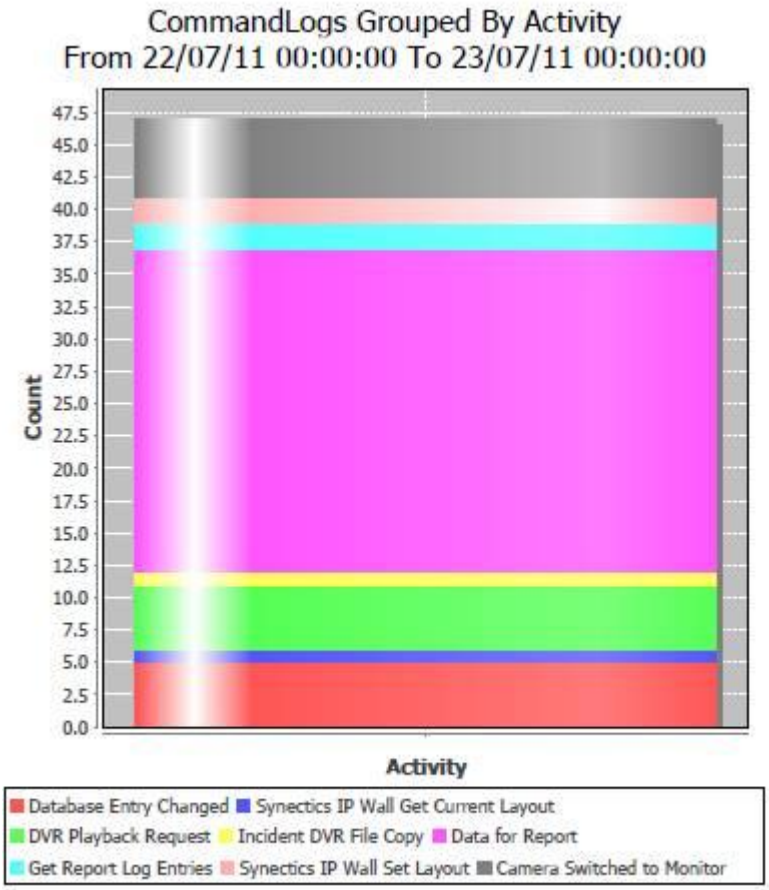
#### 7.1.3.5.4 Stacked Bar Chart





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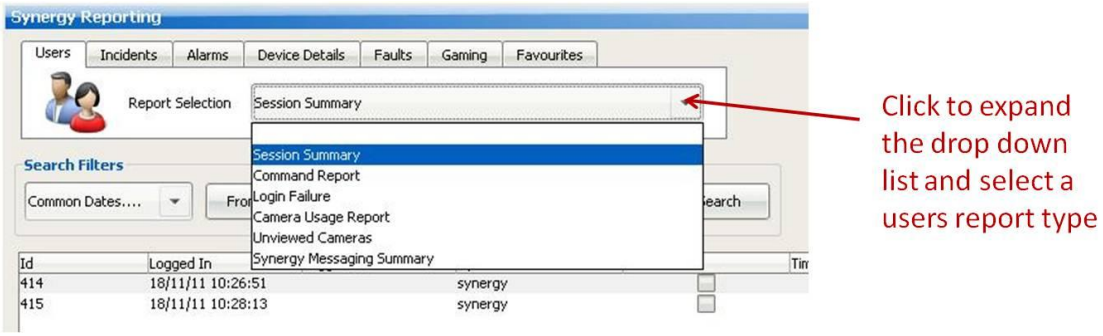
## 7.2 Users Reports

For Users Reports select the **Users** tab. The options in the **Report Selection** drop down are as pictured below:

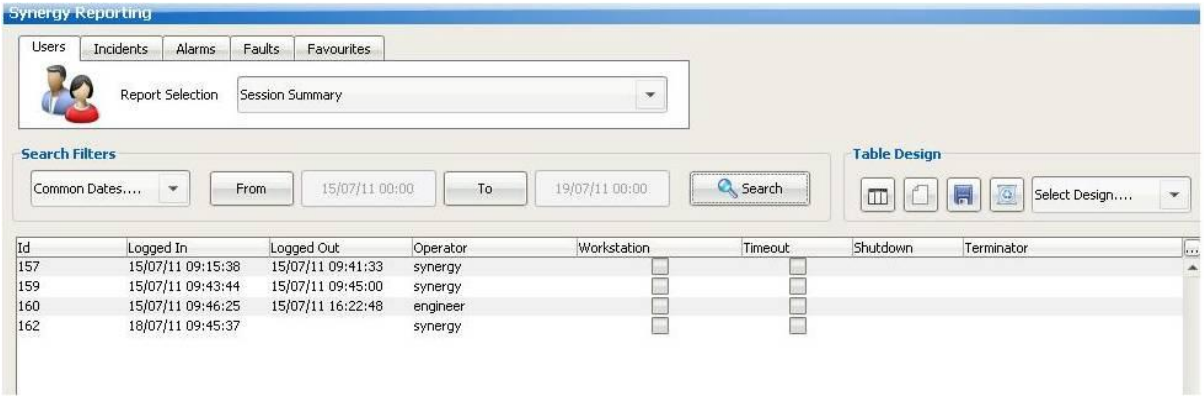



Select an option to create that kind of report.

### 7.2.1 Session Summary Report

A **Session Summary** report allows the viewing of all operator sessions that have taken place within the specified time frame. Included in the report are details on Log in time, Log out time, Operator, Workstation and whether the session timed out. This provides a manager a history of who logged on at what time and at what work station. Therefore this is also a way of checking if a user was logged on at the time they ought to have been.

The default columns for a **Session Summary** report are as pictured below. You can customise them via the options in the **Table Design** group.




### 7.2.2 Command Report

A **Command Report** provides a global overview of an operator's workday, giving a detailed report of every command they performed. This can be a very long report if a long time period is requested for retrieval. This allows you to do specific checks of user commands, e.g. who was using a certain camera at a certain time.

The default columns for a **Command Report** are as pictured below. You can customise them via the options in the **Table Design** group.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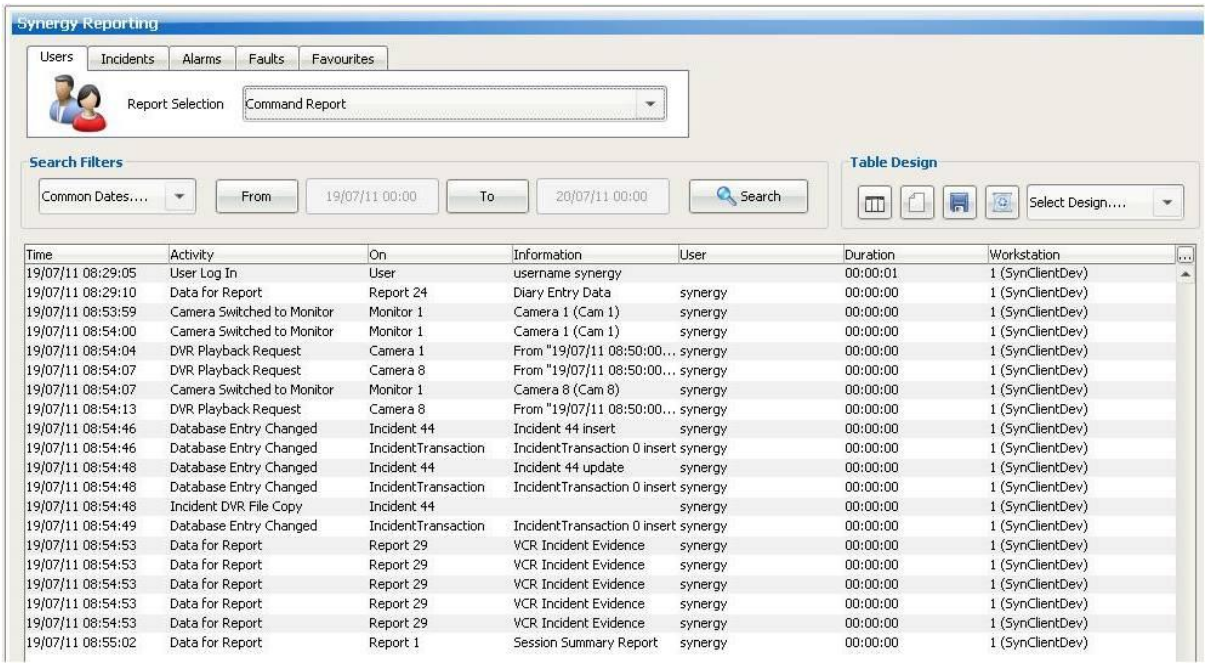
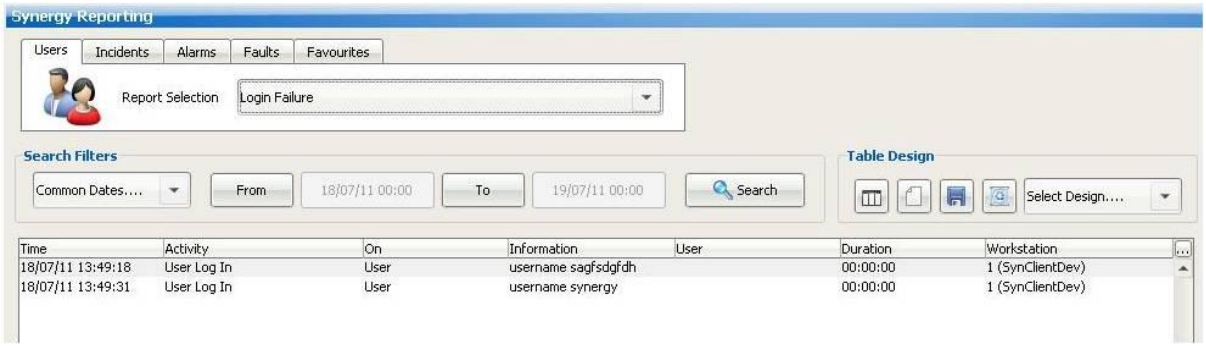



### 7.2.3 Login Failure Report

The **Login Failure** report gives you details of failed logins and the reasons for a failed login. This allows a manager to see where possible illegal entries to the system have been tried.

The default columns for a **Login Failure** report are as pictured below. You can customise them via the options in the **Table Design** group.




The passwords typed are not indicated here as they should remain private to the user. However if the user name is correct than a wrong password is what caused the login failure.

### 7.2.4 Camera Usage Report

The **Camera Usage** report provides information about what user performed what PTZ operation to a camera and for how long.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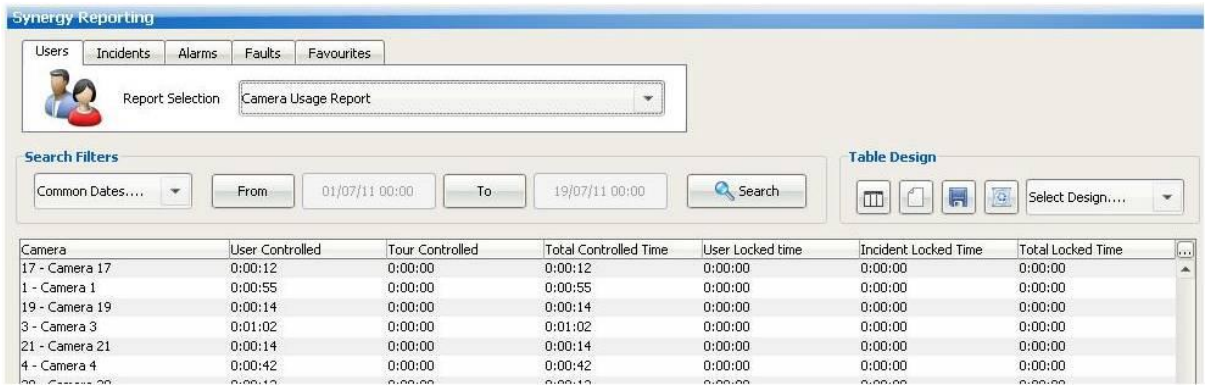
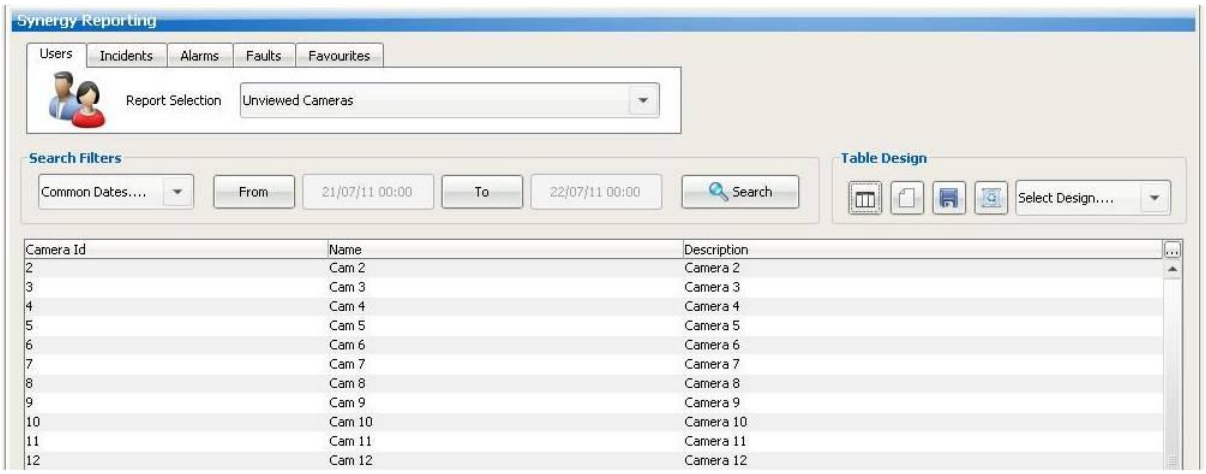


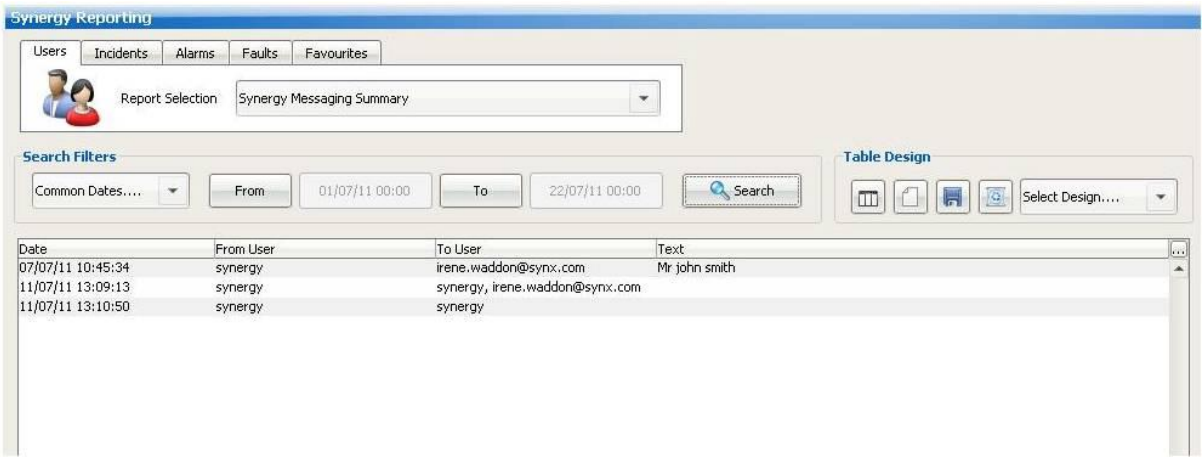

### 7.2.5 Unviewed Cameras Report

The **Unviewed Cameras report** gives you a list of the cameras not viewed by any of the users on the system for the selected time period. This report therefore can help a manager to see which cameras are not used operationally and therefore might need to be re-located.




### 7.2.6 Synergy Messaging Summary Report

The **Synergy Messaging Summary** report gives you details of messages sent between Synergy users:





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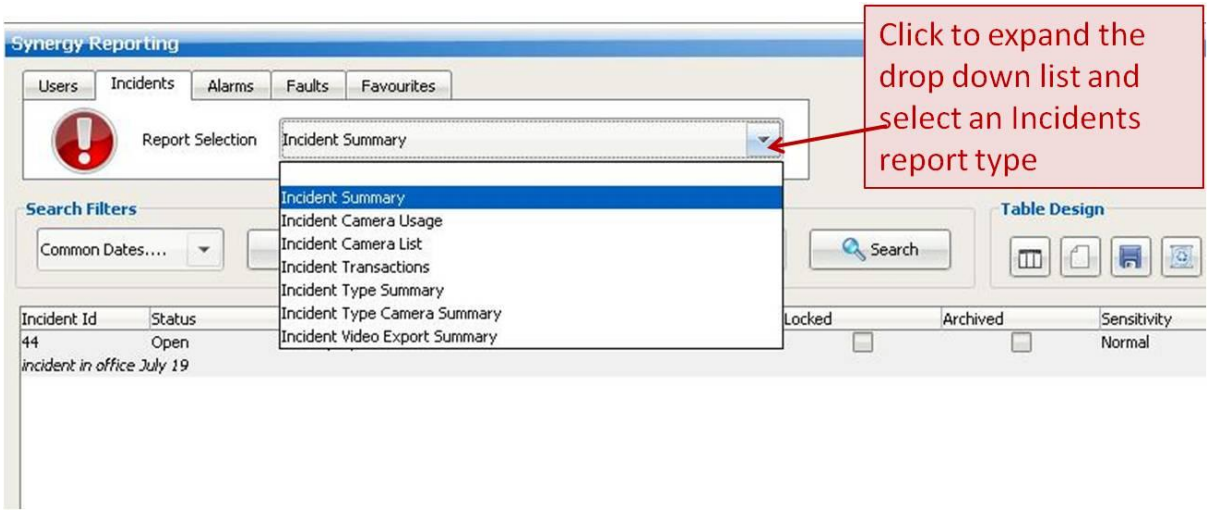
## 7.3 Incidents Reports

For **Incidents Reports** select the **Incidents** tab. The options in the **Report Selection** drop down are as pictured below:




Select an option to create that kind of report.

### 7.3.1 Incident Summary Report

The **Incident Summary** report gives you the main details about each incident as entered on the **Incident Details** form. It allows you to perform a review of the incidents that happened within a specified time frame.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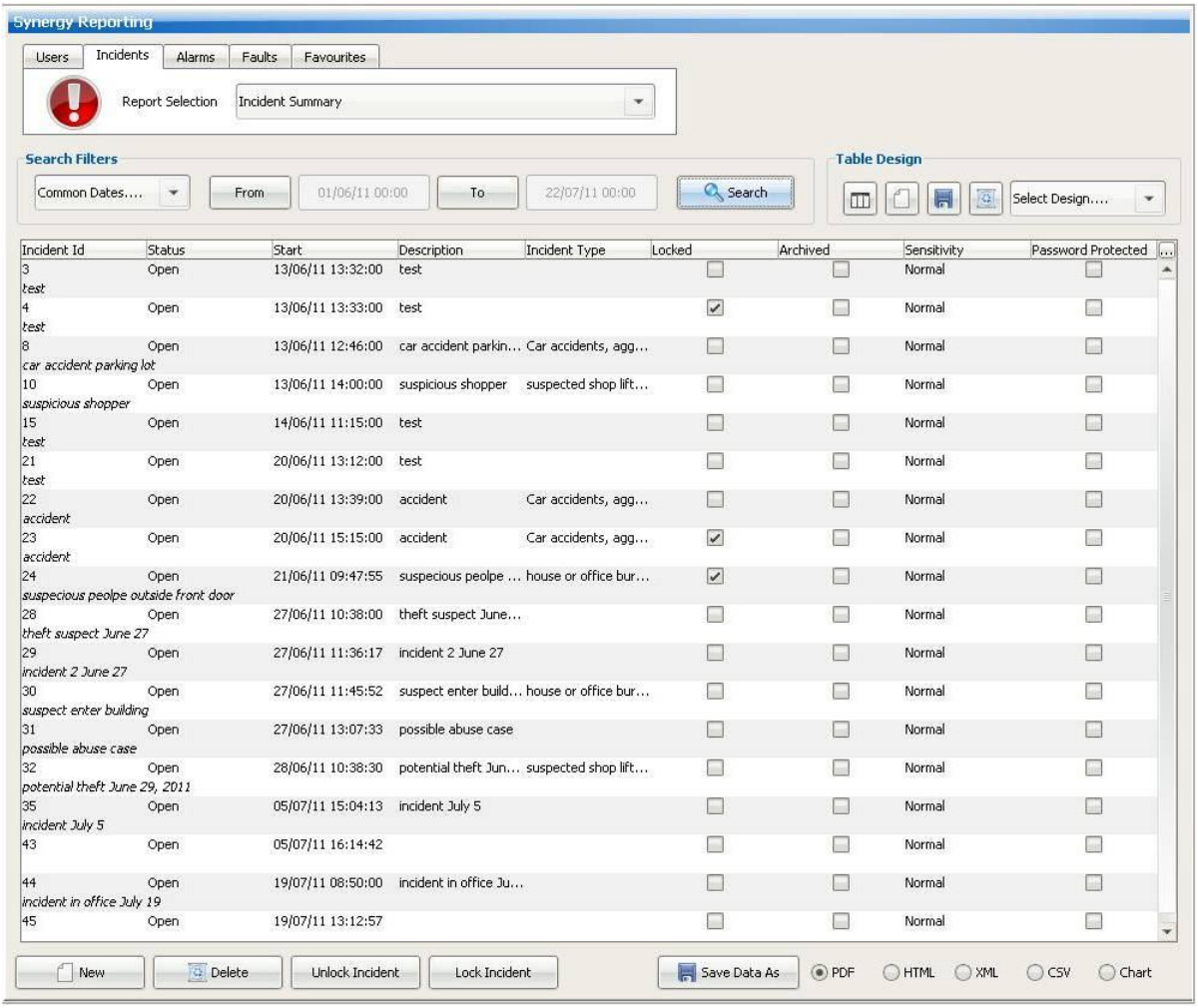


Clicking on an incident row opens the **Enter Incident Details** form and you can view and change the details for the incident (If it is not locked).

You can also lock or unlock an incident by selecting it and then using the **Lock Incident** and **Unlock Incident** buttons which are available for Incident Summary report at the bottom of the **Synergy Reporting** dialog.

The **New** button at the bottom of the **Synergy Reporting** dialog allows you to create a new incident in the same way as the **Incidents->Create Incident** menu option; see section 6.11.3 for details.

A useful format for an **Incident Summary** report is a chart; below is an example of a **Pie Chart** report where the data is summarized **by Incident Type:**


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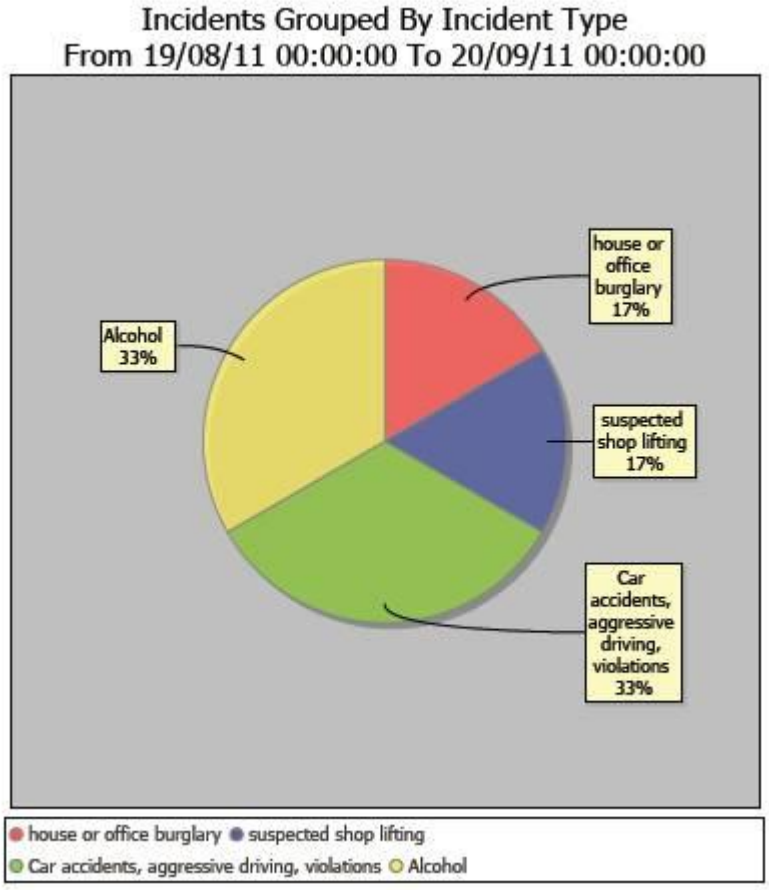
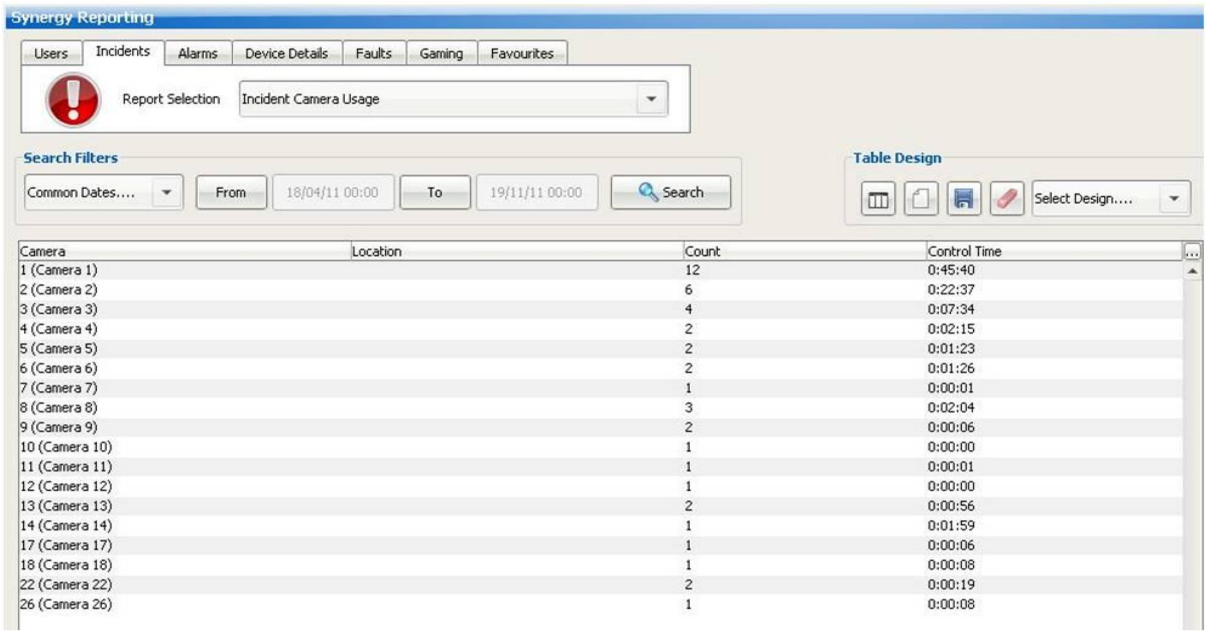

Incidents Grouped By Incident Type
From 19/08/11 00:00:00 To 20/09/11 00:00:00
house or office burglary 17%
suspected shop lifting 17%
Car accidents, aggressive driving, violations 33%
Alcohol 33%
house or office burglary
suspected shop lifting
Car accidents, aggressive driving, violations
Alcohol

### 7.3.2 Incident Camera Usage Report

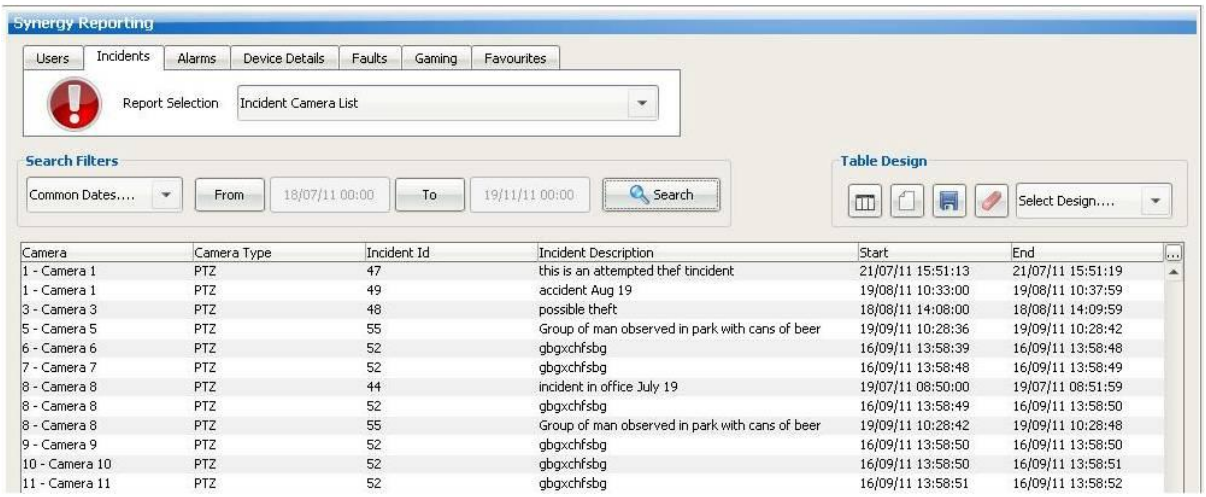
The **Incident Camera Usage Report** gives you a list of cameras used in incidents and for how long. This can be useful to see if some cameras are never used and should probably be moved.




| Camera | Location | Count | Control Time |
|---|---|---|---|
| 1 (Camera 1) | | 12 | 0:45:40 |
| 2 (Camera 2) | | 6 | 0:22:37 |
| 3 (Camera 3) | | 4 | 0:07:34 |
| 4 (Camera 4) | | 2 | 0:02:15 |
| 5 (Camera 5) | | 2 | 0:01:23 |
| 6 (Camera 6) | | 2 | 0:01:26 |
| 7 (Camera 7) | | 1 | 0:00:01 |
| 8 (Camera 8) | | 3 | 0:02:04 |
| 9 (Camera 9) | | 2 | 0:00:06 |
| 10 (Camera 10) | | 1 | 0:00:00 |
| 11 (Camera 11) | | 1 | 0:00:01 |
| 12 (Camera 12) | | 1 | 0:00:00 |
| 13 (Camera 13) | | 2 | 0:00:56 |
| 14 (Camera 14) | | 1 | 0:01:59 |
| 17 (Camera 17) | | 1 | 0:00:06 |
| 18 (Camera 18) | | 1 | 0:00:08 |
| 22 (Camera 22) | | 2 | 0:00:19 |
| 26 (Camera 26) | | 1 | 0:00:08 |

### 7.3.3 Incident Camera List Report

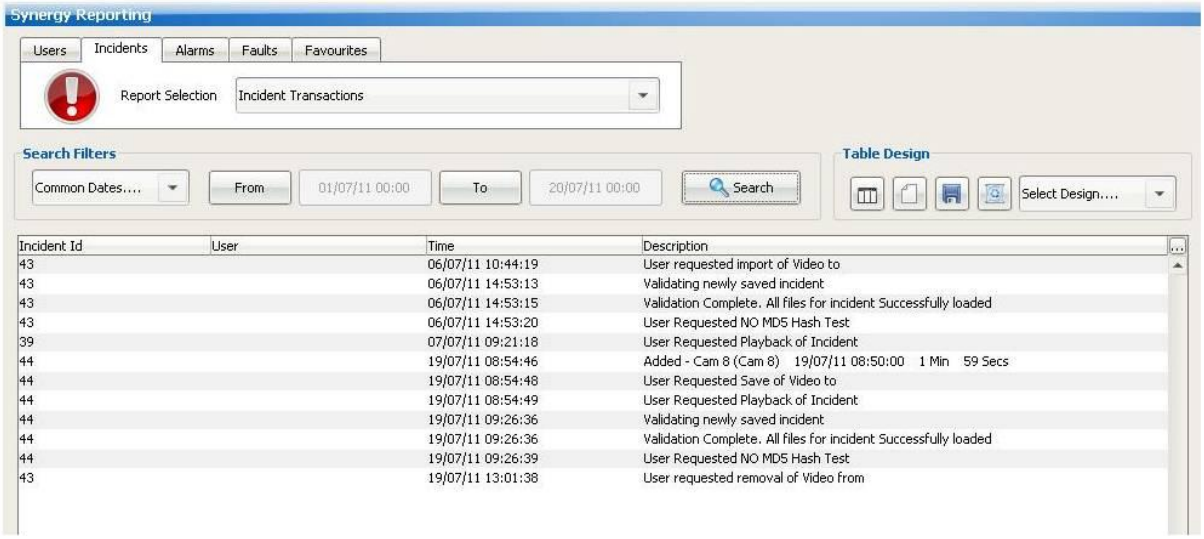
The **Incident Camera List** report provides details about the cameras that were used to record incidents. This is useful to prrof how many times a camera has been used in an incident in say the last month; this can justify financially the use age of the camesr




| Camera | Camera Type | Incident Id | Incident Description | Start | End |
|---|---|---|---|---|---|
| 1 - Camera 1 | PTZ | 47 | this is an attempted thef tincident | 21/07/11 15:51:13 | 21/07/11 15:51:19 |
| 1 - Camera 1 | PTZ | 49 | accident Aug 19 | 19/08/11 10:33:00 | 19/08/11 10:37:59 |
| 3 - Camera 3 | PTZ | 48 | possible theft | 18/08/11 14:08:00 | 18/08/11 14:09:59 |
| 5 - Camera 5 | PTZ | 55 | Group of man observed in park with cans of beer | 19/09/11 10:28:36 | 19/09/11 10:28:42 |
| 6 - Camera 6 | PTZ | 52 | gbgxchfsbg | 16/09/11 13:58:39 | 16/09/11 13:58:48 |
| 7 - Camera 7 | PTZ | 52 | gbgxchfsbg | 16/09/11 13:58:48 | 16/09/11 13:58:49 |
| 8 - Camera 8 | PTZ | 44 | incident in office July 19 | 19/07/11 08:50:00 | 19/07/11 08:51:59 |
| 8 - Camera 8 | PTZ | 52 | gbgxchfsbg | 16/09/11 13:58:49 | 16/09/11 13:58:50 |
| 8 - Camera 8 | PTZ | 55 | Group of man observed in park with cans of beer | 19/09/11 10:28:42 | 19/09/11 10:28:48 |
| 9 - Camera 9 | PTZ | 52 | gbgxchfsbg | 16/09/11 13:58:50 | 16/09/11 13:58:50 |
| 10 - Camera 10 | PTZ | 52 | gbgxchfsbg | 16/09/11 13:58:50 | 16/09/11 13:58:51 |
| 11 - Camera 11 | PTZ | 52 | gbgxchfsbg | 16/09/11 13:58:51 | 16/09/11 13:58:52 |

### 7.3.4 Incident Transactions Report

The **Incident Transactions** report details the transactions for incidents; this will be the transactions that appear on the **Transactions** tab of the **Incident Details** form.




| Incident Id | User | Time | Description |
|---|---|---|---|
| 43 | | 06/07/11 10:44:19 | User requested import of Video to |
| 43 | | 06/07/11 14:53:13 | Validating newly saved incident |
| 43 | | 06/07/11 14:53:15 | Validation Complete. All files for incident Successfully loaded |
| 43 | | 06/07/11 14:53:20 | User Requested NO MD5 Hash Test |
| 39 | | 07/07/11 09:21:18 | User Requested Playback of Incident |
| 44 | | 19/07/11 08:54:46 | Added - Cam 8 (Cam 8) 19/07/11 08:50:00 1 Min 59 Secs |
| 44 | | 19/07/11 08:54:48 | User Requested Save of Video to |
| 44 | | 19/07/11 08:54:49 | User Requested Playback of Incident |
| 44 | | 19/07/11 09:26:36 | Validating newly saved incident |
| 44 | | 19/07/11 09:26:36 | Validation Complete. All files for incident Successfully loaded |
| 44 | | 19/07/11 09:26:39 | User Requested NO MD5 Hash Test |
| 43 | | 19/07/11 13:01:38 | User requested removal of Video from |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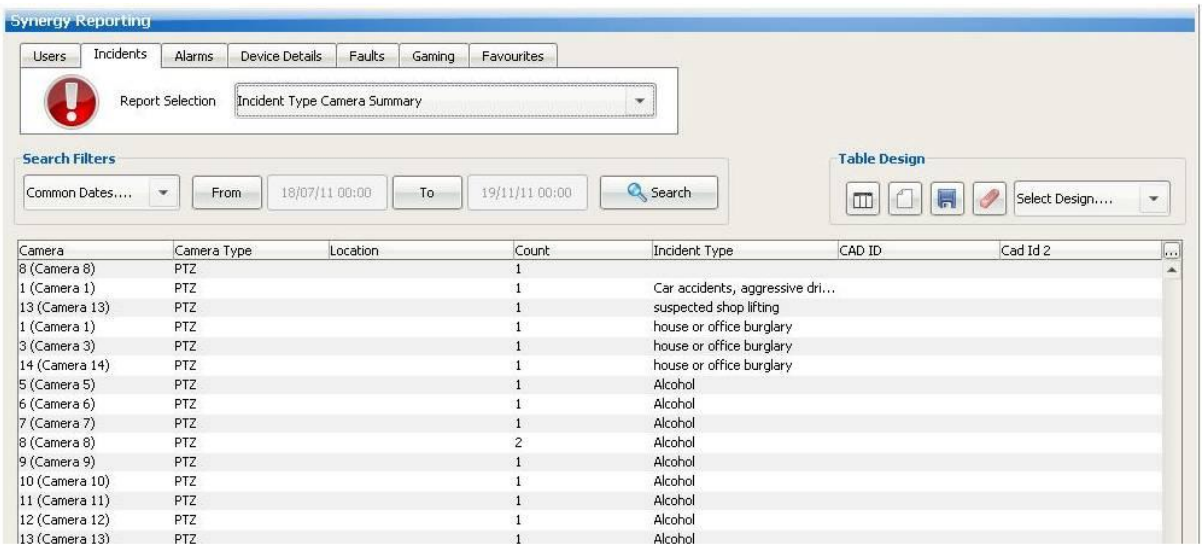
### 7.3.5 Incident Type Summary Report

The **Incident Type Summary** report is a summary of incidents by incident type

The most useful format of this report is a pie chart; an example is below:

### 7.3.6 Incident Type Camera Summary Report

The **Incident Type Camera Summary** report is a summary of incidents per camera.





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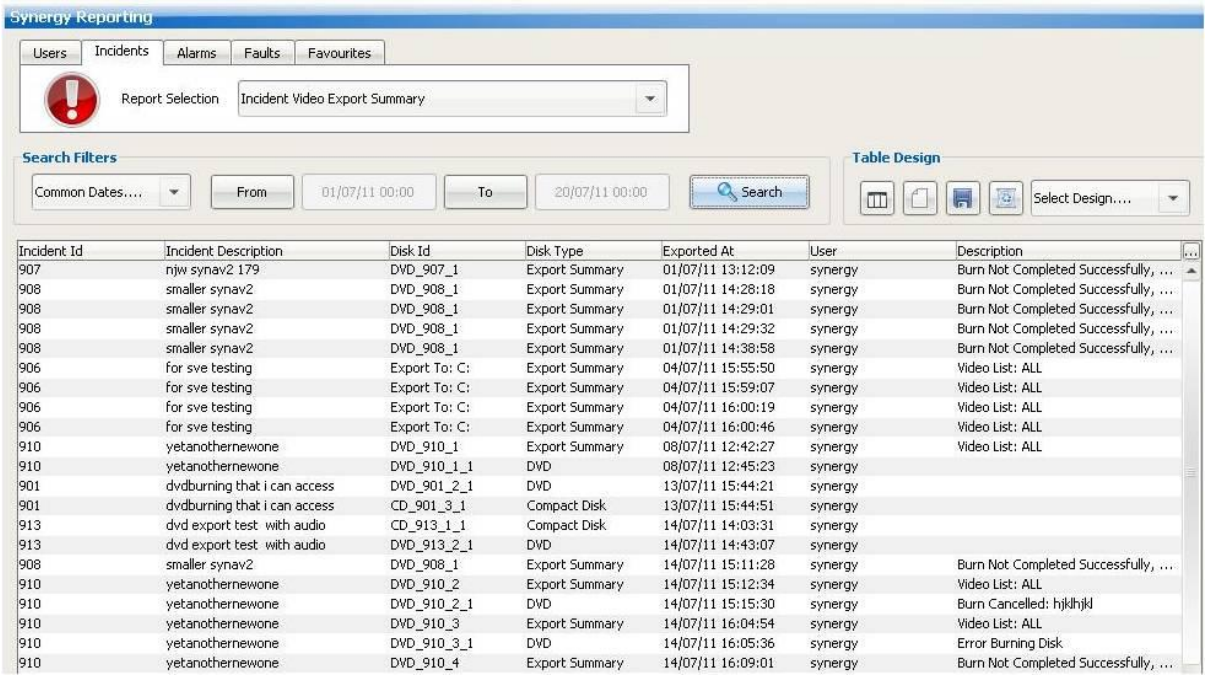
### 7.3.7 Incident Video Export Summary Report

The Incident **Video Export Summary** report gives details of video export; it includes **Disk Id** and **Disk Type** and any description of the export. This shows what evidence has gone outbound of the system (e.g. incidents reported to police)




| Incident Id | Incident Description | Disk Id | Disk Type | Exported At | User | Description |
|---|---|---|---|---|---|---|
| 907 | njw synav2 179 | DVD_907_1 | Export Summary | 01/07/11 13:12:09 | synergy | Burn Not Completed Successfully, ... |
| 908 | smaller synav2 | DVD_908_1 | Export Summary | 01/07/11 14:28:18 | synergy | Burn Not Completed Successfully, ... |
| 908 | smaller synav2 | DVD_908_1 | Export Summary | 01/07/11 14:29:01 | synergy | Burn Not Completed Successfully, ... |
| 908 | smaller synav2 | DVD_908_1 | Export Summary | 01/07/11 14:29:32 | synergy | Burn Not Completed Successfully, ... |
| 908 | smaller synav2 | DVD_908_1 | Export Summary | 01/07/11 14:38:58 | synergy | Burn Not Completed Successfully, ... |
| 906 | for sve testing | Export To: C: | Export Summary | 04/07/11 15:55:50 | synergy | Video List: ALL |
| 906 | for sve testing | Export To: C: | Export Summary | 04/07/11 15:59:07 | synergy | Video List: ALL |
| 906 | for sve testing | Export To: C: | Export Summary | 04/07/11 16:00:19 | synergy | Video List: ALL |
| 906 | for sve testing | Export To: C: | Export Summary | 04/07/11 16:00:46 | synergy | Video List: ALL |
| 910 | yetanothernewone | DVD_910_1 | Export Summary | 08/07/11 12:42:27 | synergy | Video List: ALL |
| 910 | yetanothernewone | DVD_910_1_1 | DVD | 08/07/11 12:45:23 | synergy | |
| 901 | dvdburning that i can access | DVD_901_2_1 | DVD | 13/07/11 15:44:21 | synergy | |
| 901 | dvdburning that i can access | CD_901_3_1 | Compact Disk | 13/07/11 15:44:51 | synergy | |
| 913 | dvd export test with audio | CD_913_1_1 | Compact Disk | 14/07/11 14:03:31 | synergy | |
| 913 | dvd export test with audio | DVD_913_2_1 | DVD | 14/07/11 14:43:07 | synergy | |
| 908 | smaller synav2 | DVD_908_1 | Export Summary | 14/07/11 15:11:28 | synergy | Burn Not Completed Successfully, ... |
| 910 | yetanothernewone | DVD_910_2 | Export Summary | 14/07/11 15:12:34 | synergy | Video List: ALL |
| 910 | yetanothernewone | DVD_910_2_1 | DVD | 14/07/11 15:15:30 | synergy | Burn Cancelled: hjklhjkl |
| 910 | yetanothernewone | DVD_910_3 | Export Summary | 14/07/11 16:04:54 | synergy | Video List: ALL |
| 910 | yetanothernewone | DVD_910_3_1 | DVD | 14/07/11 16:05:36 | synergy | Error Burning Disk |
| 910 | yetanothernewone | DVD_910_4 | Export Summary | 14/07/11 16:09:01 | synergy | Burn Not Completed Successfully, ... |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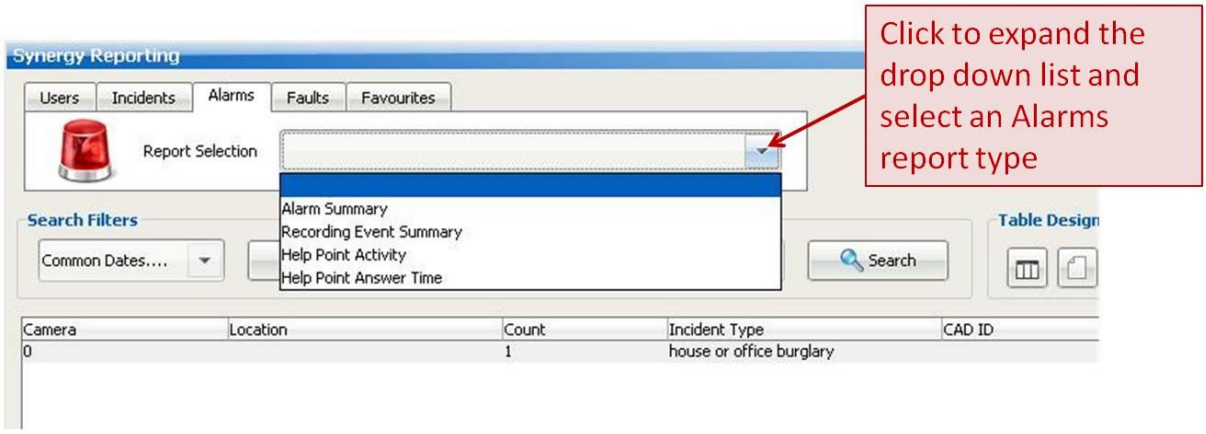
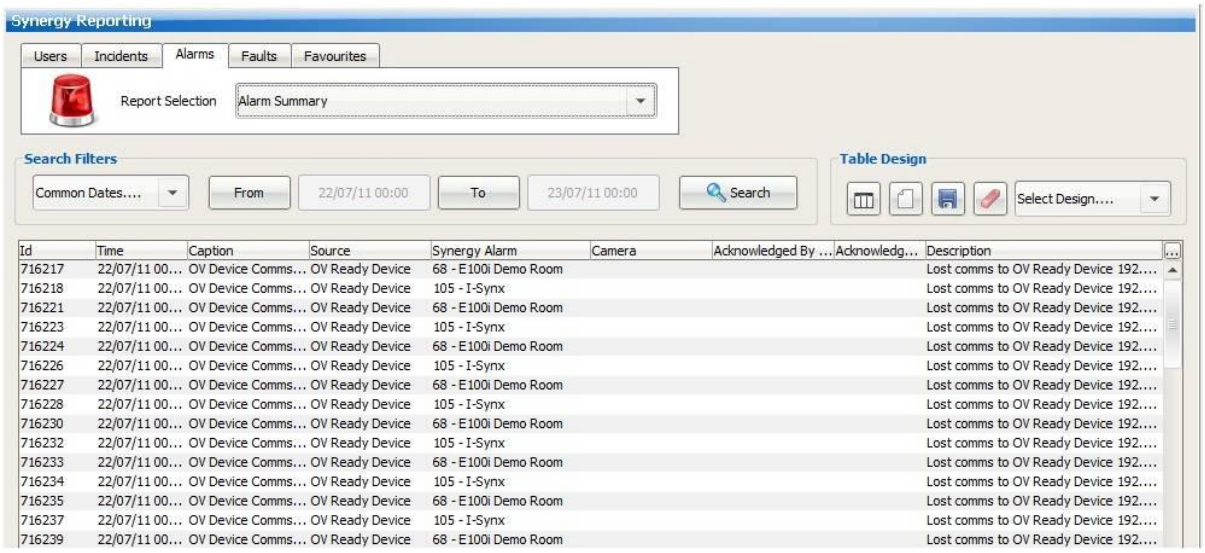
## 7.4 Alarms Reports

For Alarms Reports select the **Alarms** tab. The options in the **Report Selection** drop down are as pictured below:




### 7.4.1 Alarm Summary Report


Synergy Reporting
Users
Incidents
Alarms
Faults
Favourites
Report Selection
Alarm Summary
Search Filters
Common Dates....
From
22/07/11 00:00
To
23/07/11 00:00
Search
Table Design
Select Design....
Id
Time
Caption
Source
Synergy Alarm
Camera
Acknowledged By ...
Acknowledg...
Description
716217 22/07/11 00... OV Device Comms... OV Ready Device 68 - E100i Demo Room Lost comms to OV Ready Device 192....
716218 22/07/11 00... OV Device Comms... OV Ready Device 105 - I-Synx Lost comms to OV Ready Device 192....
716221 22/07/11 00... OV Device Comms... OV Ready Device 68 - E100i Demo Room Lost comms to OV Ready Device 192....
716223 22/07/11 00... OV Device Comms... OV Ready Device 105 - I-Synx Lost comms to OV Ready Device 192....
716224 22/07/11 00... OV Device Comms... OV Ready Device 68 - E100i Demo Room Lost comms to OV Ready Device 192....
716226 22/07/11 00... OV Device Comms... OV Ready Device 105 - I-Synx Lost comms to OV Ready Device 192....
716227 22/07/11 00... OV Device Comms... OV Ready Device 68 - E100i Demo Room Lost comms to OV Ready Device 192....
716228 22/07/11 00... OV Device Comms... OV Ready Device 105 - I-Synx Lost comms to OV Ready Device 192....
716230 22/07/11 00... OV Device Comms... OV Ready Device 68 - E100i Demo Room Lost comms to OV Ready Device 192....
716232 22/07/11 00... OV Device Comms... OV Ready Device 105 - I-Synx Lost comms to OV Ready Device 192....
716233 22/07/11 00... OV Device Comms... OV Ready Device 68 - E100i Demo Room Lost comms to OV Ready Device 192....
716234 22/07/11 00... OV Device Comms... OV Ready Device 105 - I-Synx Lost comms to OV Ready Device 192....
716235 22/07/11 00... OV Device Comms... OV Ready Device 68 - E100i Demo Room Lost comms to OV Ready Device 192....
716237 22/07/11 00... OV Device Comms... OV Ready Device 105 - I-Synx Lost comms to OV Ready Device 192....
716239 22/07/11 00... OV Device Comms... OV Ready Device 68 - E100i Demo Room Lost comms to OV Ready Device 192....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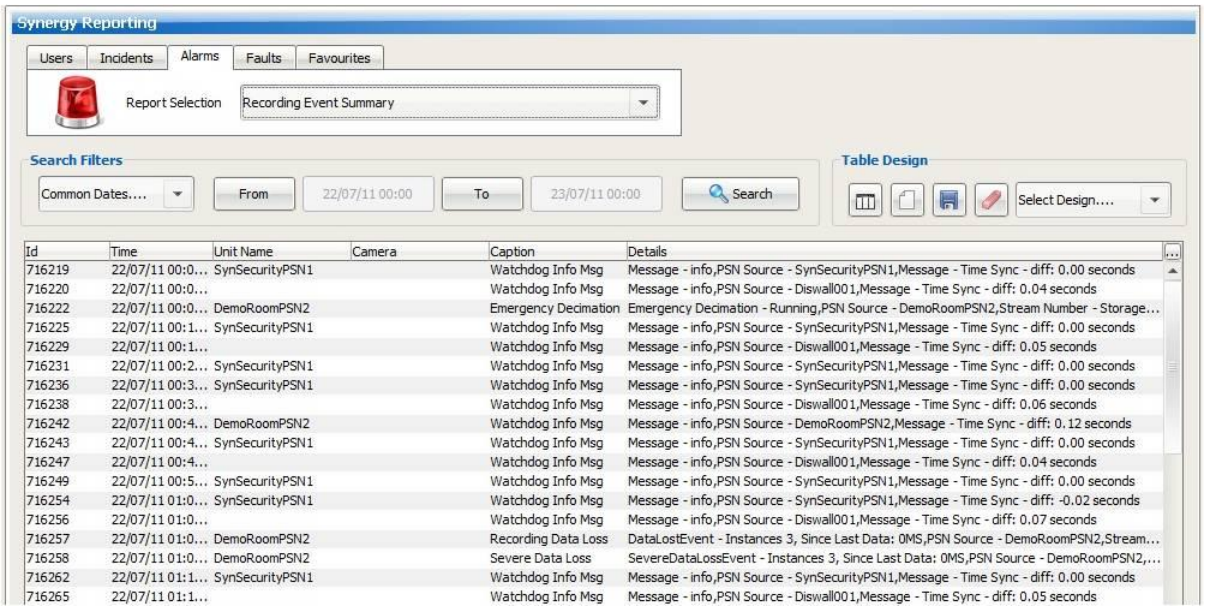
### 7.4.2 Recording Event Summary


Synergy Reporting
Users
Incidents
Alarms
Faults
Favourites
Report Selection
Recording Event Summary
Search Filters
Common Dates....
From
22/07/11 00:00
To
23/07/11 00:00
Search
Table Design
Select Design....
Id
Time
Unit Name
Camera
Caption
Details
716219 22/07/11 00:0... SynSecurityPSN1 Watchdog Info Msg Message - info,PSN Source - SynSecurityPSN1,Message - Time Sync - diff: 0.00 seconds
716220 22/07/11 00:0... Watchdog Info Msg Message - info,PSN Source - Diswall001,Message - Time Sync - diff: 0.04 seconds
716222 22/07/11 00:0... DemoRoomPSN2 Emergency Decimation Emergency Decimation - Running,PSN Source - DemoRoomPSN2,Stream Number - Storage...
716225 22/07/11 00:1... SynSecurityPSN1 Watchdog Info Msg Message - info,PSN Source - SynSecurityPSN1,Message - Time Sync - diff: 0.00 seconds
716229 22/07/11 00:1... Watchdog Info Msg Message - info,PSN Source - Diswall001,Message - Time Sync - diff: 0.05 seconds
716231 22/07/11 00:2... SynSecurityPSN1 Watchdog Info Msg Message - info,PSN Source - SynSecurityPSN1,Message - Time Sync - diff: 0.00 seconds
716236 22/07/11 00:3... SynSecurityPSN1 Watchdog Info Msg Message - info,PSN Source - SynSecurityPSN1,Message - Time Sync - diff: 0.00 seconds
716238 22/07/11 00:3... Watchdog Info Msg Message - info,PSN Source - Diswall001,Message - Time Sync - diff: 0.06 seconds
716242 22/07/11 00:4... DemoRoomPSN2 Watchdog Info Msg Message - info,PSN Source - DemoRoomPSN2,Message - Time Sync - diff: 0.12 seconds
716243 22/07/11 00:4... SynSecurityPSN1 Watchdog Info Msg Message - info,PSN Source - SynSecurityPSN1,Message - Time Sync - diff: 0.00 seconds
716247 22/07/11 00:4... Watchdog Info Msg Message - info,PSN Source - Diswall001,Message - Time Sync - diff: 0.04 seconds
716249 22/07/11 00:5... SynSecurityPSN1 Watchdog Info Msg Message - info,PSN Source - SynSecurityPSN1,Message - Time Sync - diff: 0.00 seconds
716254 22/07/11 01:0... SynSecurityPSN1 Watchdog Info Msg Message - info,PSN Source - SynSecurityPSN1,Message - Time Sync - diff: -0.02 seconds
716256 22/07/11 01:0... Watchdog Info Msg Message - info,PSN Source - Diswall001,Message - Time Sync - diff: 0.07 seconds
716257 22/07/11 01:0... DemoRoomPSN2 Recording Data Loss DataLostEvent - Instances 3, Since Last Data: 0MS,PSN Source - DemoRoomPSN2,Stream...
716258 22/07/11 01:0... DemoRoomPSN2 Severe Data Loss SevereDataLossEvent - Instances 3, Since Last Data: 0MS,PSN Source - DemoRoomPSN2,...
716262 22/07/11 01:1... SynSecurityPSN1 Watchdog Info Msg Message - info,PSN Source - SynSecurityPSN1,Message - Time Sync - diff: 0.00 seconds
716265 22/07/11 01:1... Watchdog Info Msg Message - info,PSN Source - Diswall001,Message - Time Sync - diff: 0.05 seconds

### 7.4.3 Help Point Activity

The **Help Point Activity** report is only used if there is an intercom interface on the site. It gives details on all the help point activity including the type of command, from which help point and answered by which station.

### 7.4.4 Help Point Answer Time

The **Help Point Answer Time** report is only used if there is an intercom interface on the site. This report details how quickly calls from the help points have been answered.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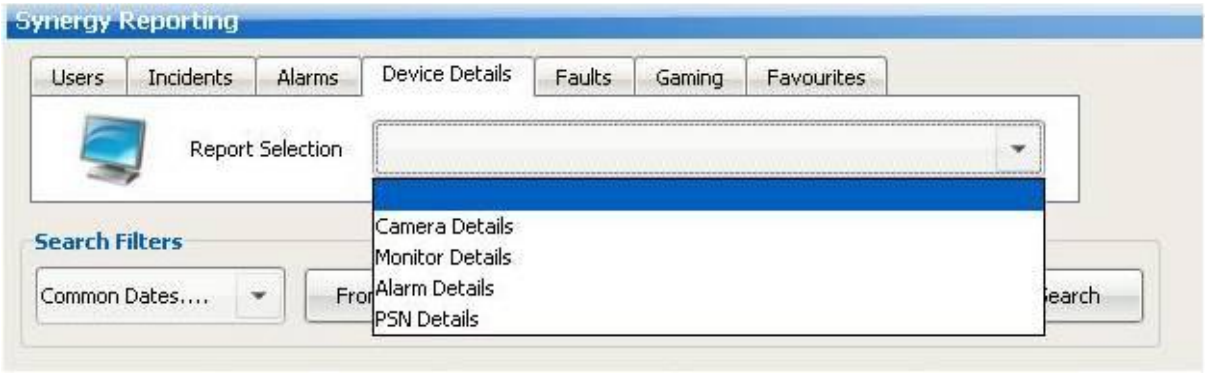
## 7.5 Device Details Reports

For Device Details Reports select the **Device Details** tab. The options in the **Report Selection** drop down are as pictured below:




## 7.6 Faults Reports

For Faults Reports select the **Faults** tab. There is only one option in the **Report Selection** drop down as pictured below:

### 7.6.1 Fault Report

The **Fault Report** gives details of all faults that were entered within the specified period. The data is as specified in the **Enter Fault Details** dialog (see 5.5.4).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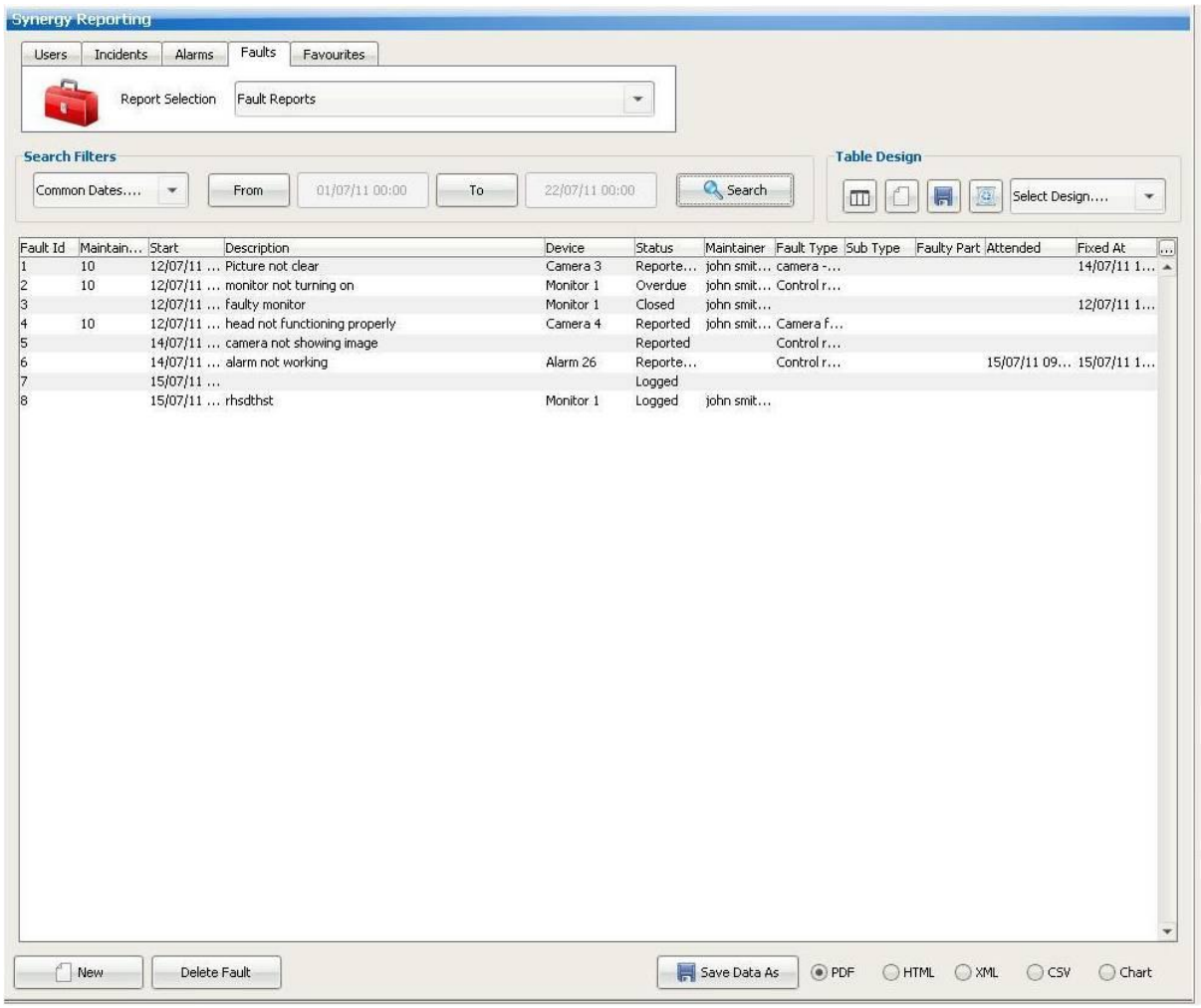


Clicking on a fault row opens the **Enter Fault Details** form and you can view and change the details for the fault.

The **New** button at the bottom of the **Synergy Reporting** dialog allows you to create a new fault in the same way as the **Faults->Create Fault** menu option; see section 5.5.3 for details.


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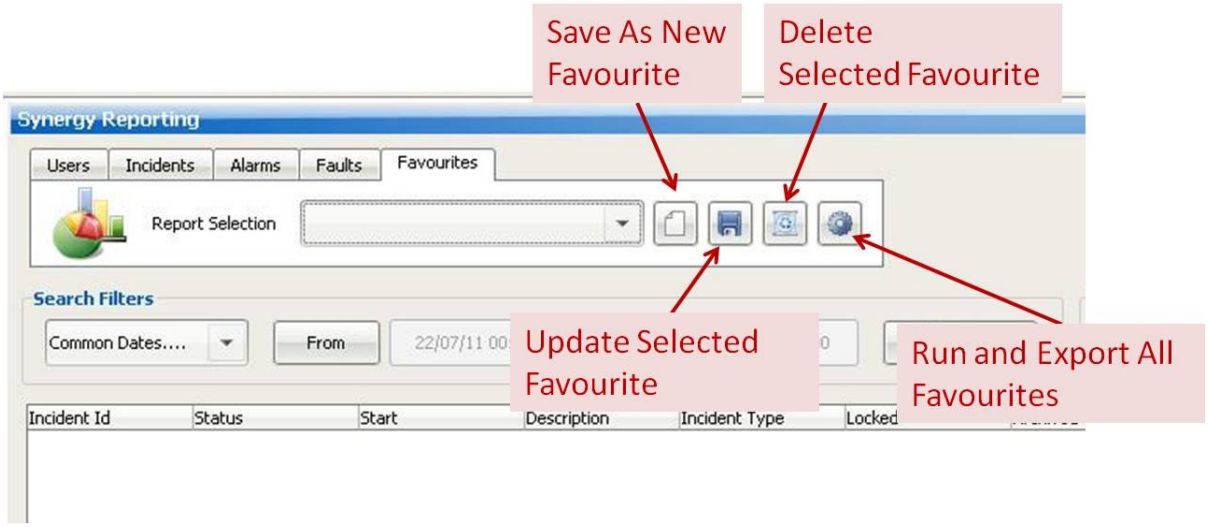
## 7.7 Favourites Reports

**Synergy Reporting** provides the option to save the reports you use most frequently as your **Favourites**. All reports saved as favourites are available on the **Favourites** tab:




You can the easily run individual Favourites reports or run all of them by selecting the **Run and Export All Favourites** option.

To save a report as a favourite select it, then go to the **Favourites** tab and click **Save New Favourite**. You will be asked to assign a name:

Type in a name and click **Ok**. The report is now available in the **Report Selection** drop down list on the **Favourites** tab.

You can change a favourite report using the options in the **Table Design** group and then save the changes to it by clicking the **Update Selected Favourite** button.

## 7.8 Designed Incident Report

This menu options allows you to view reports designed via the Design report layout option in System setup. It is only available with the customized reports add on.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## 7.9 System Data Reports

This menu options allows you to view reports designed via the Design System report option in System setup. It is only available with the customized reports add on.

## 7.10 Other Report Types

When using the software functionality there are a number of places that also provide the option to create an html report. These reports are described in the respective sections of the manual. The table below provides a summary of these report types, where to access them from and a reference to the section where they are described.

| Report Type | Dialog | Manual section |
|---|---|---|
| Record of Fault for Internal Test Site | Enter Fault Details | 05.5.5 |
| Summary of Faults | Select Faults | 5.5.5 |
| Record of Incident | Incident Details | 6.6.9 |
| Evidence Locker Contents | Locker Contents | 6.7.12 |
| Summary of Incidents | Select Incident | 6.12 |
| Patrol Log Summary Report | Patrol Logs | 5.7.4.1 |
| Patrol Summary | Patrol Logs | 5.7.4.1 |
| Workflow Run Summary | Workflow Logs | 5.7.5.1 |
| Workflow Run Detail | Workflow logs | 5.7.5.1 |
| Contact Summary | Select Contact | 5.6.1 |
| Person Of Interest Details | Person Of Interest | 6.11.9 |
| Summary of Operational Logs | View Operational Log | 5.9.4.2 |


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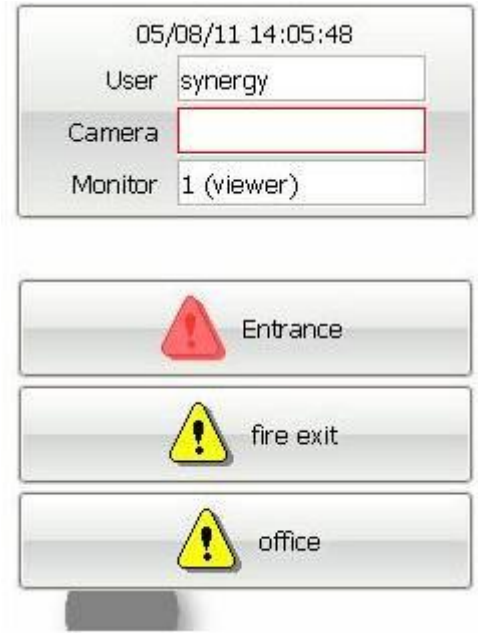
# 8 Alarms

Synergy contains a powerful highly customizable Alarm Management System, which allows the alarms to be configured as per the specific needs of each site.

## 8.1 Alarms Notification

When an alarm occurs it is broadcasted to all Synergy clients logged onto the server.

If your workstation is setup so it has a separate **Synergy Alarm Manger** screen alarms will be notified on that screen; see section 8.5. Otherwise alarms are notified in the **Information and Events** pane:




Note that the icons for alarms are system configurable; you should get a list of the icons for your site from the System Administrator.

While a contact is closed the icon for it appears red.

To view the details for an alarm, click on the icon for it. A dialog as the one picture below is displayed: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Depending on how the alarm is setup, some of the fields might be empty. For example if no camera has been associated with the alarm, the **Camera** field will be empty.

If there is a camera associated with the alarm clicking the **Video** button switches the **Synergy Viewer** to that camera.

Click **Ok** to close the dialog.

If the alarm is setup so that an incident or alarm form is launched once the alarm has been acknowledged, you will receive a notification in the **Information and Events** pane:

Click on the icon to launch the respective form; this is the **Alarm Details** dialog for **Alarm Form** (see 8.4) and the **Incident Details** dialog for **Incident Form** (see 6.6).


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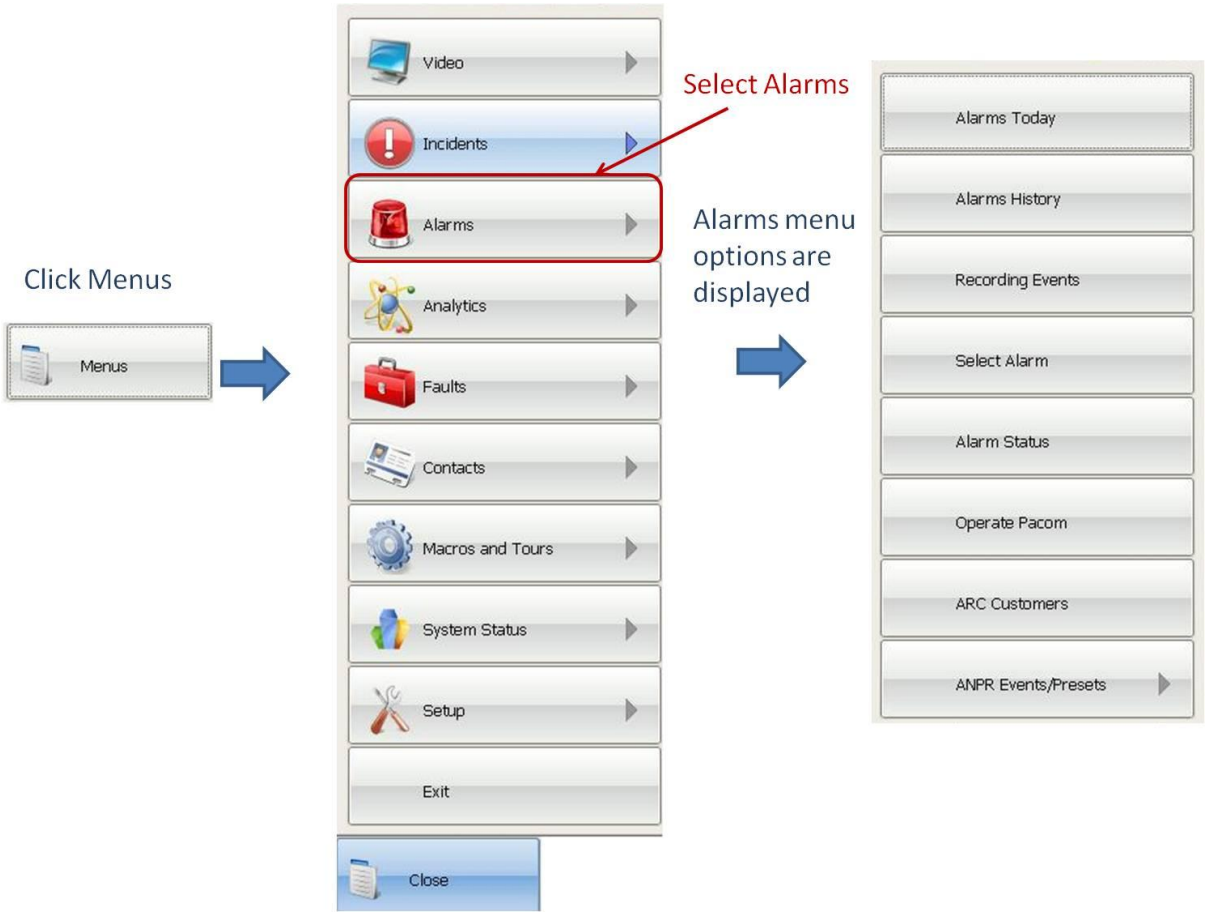
## 8.2 Alarms Menu Options

The **Alarms** menu options are accessed by clicking the **Menus** button on the **Synergy Control** screen and then selecting **Alarms.**




:

Each of the **Alarms** menu option allows you to perform further actions related to alarms.

### 8.2.1 Alarms Today

The **Alarms Today** menu option opens the **Select Alarm** dialog displaying all alarms from the current day. The **Select Alarm** dialog is described in section 8.3.

### 8.2.2 Alarms History

The **Alarms History** menu option opens the **Select Alarm** dialog displaying all alarms logged by Synergy. The **Select Alarm** dialog is described in section 8.3.

### 8.2.3 Recording Events

The **Recording Events** menu option shows events sent to Synergy by the recording software on the PSNs (R.M.S. and Watchdog).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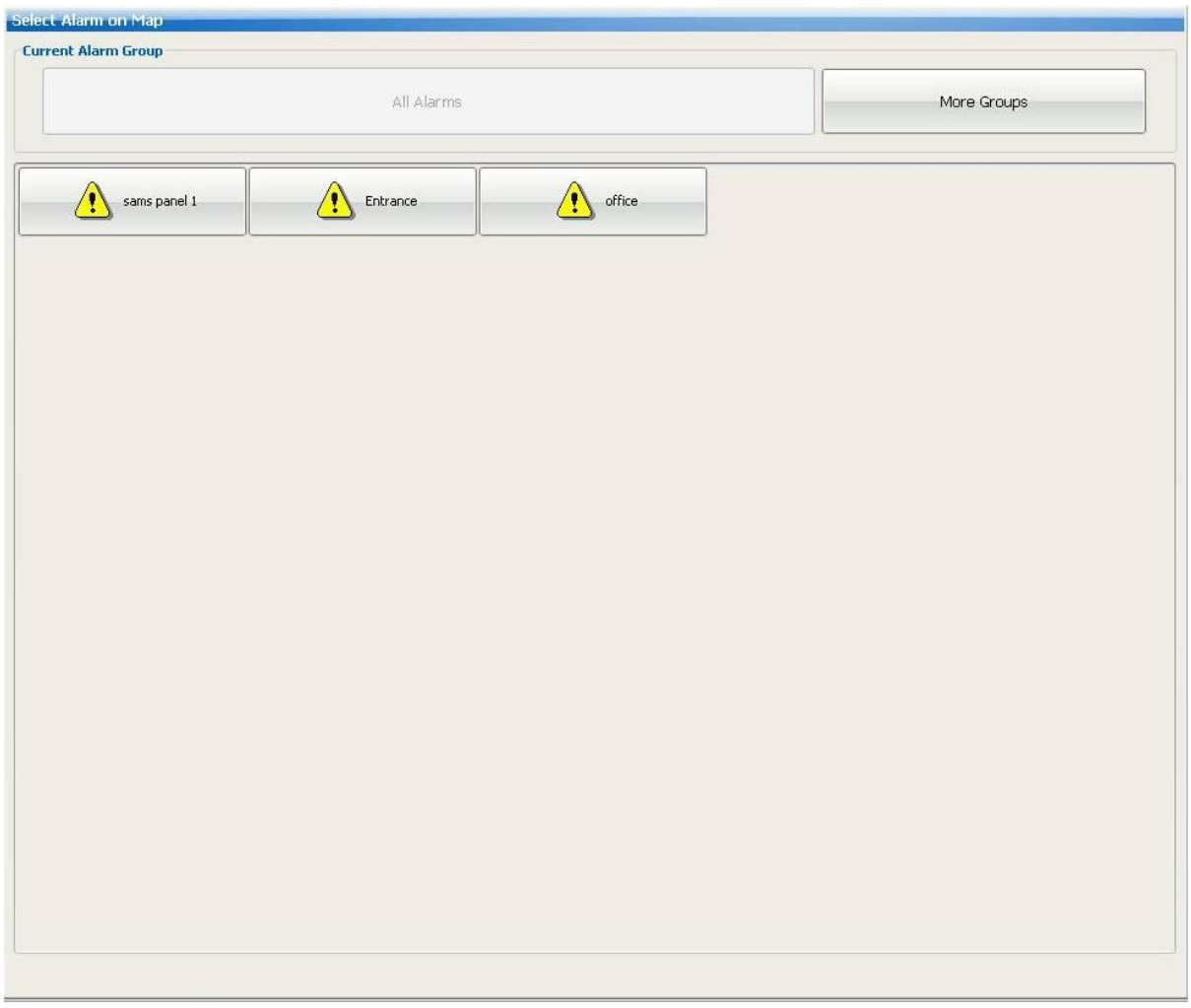
### 8.2.4 Select Alarm

The **Select Alarm** menu option allows you to find alarms on a map. Clicking it launches the **Select Alarm on Map** dialog:




All alarms from the **Current Alarm Group** that have been placed on a map are displayed. Click on the alarm you want to locate; it is shown highlighted on the map.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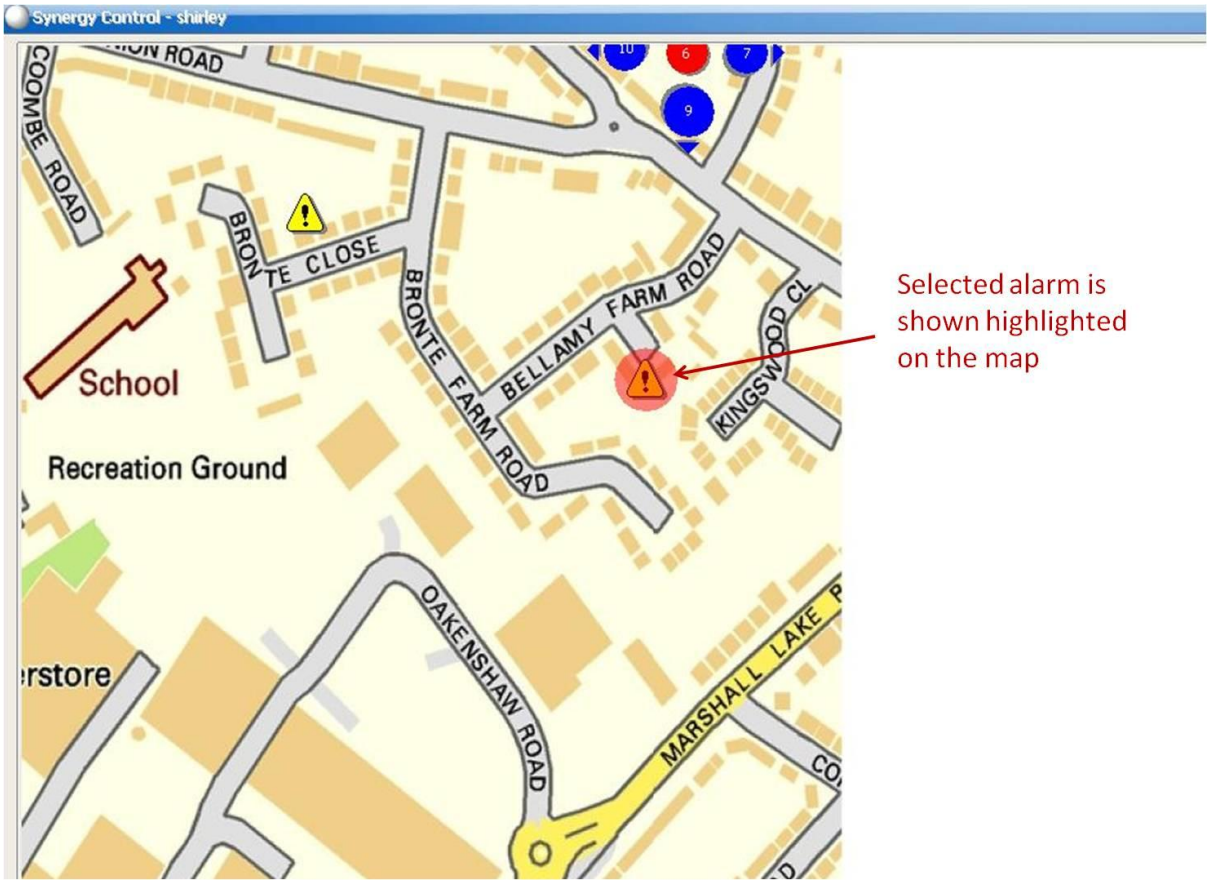
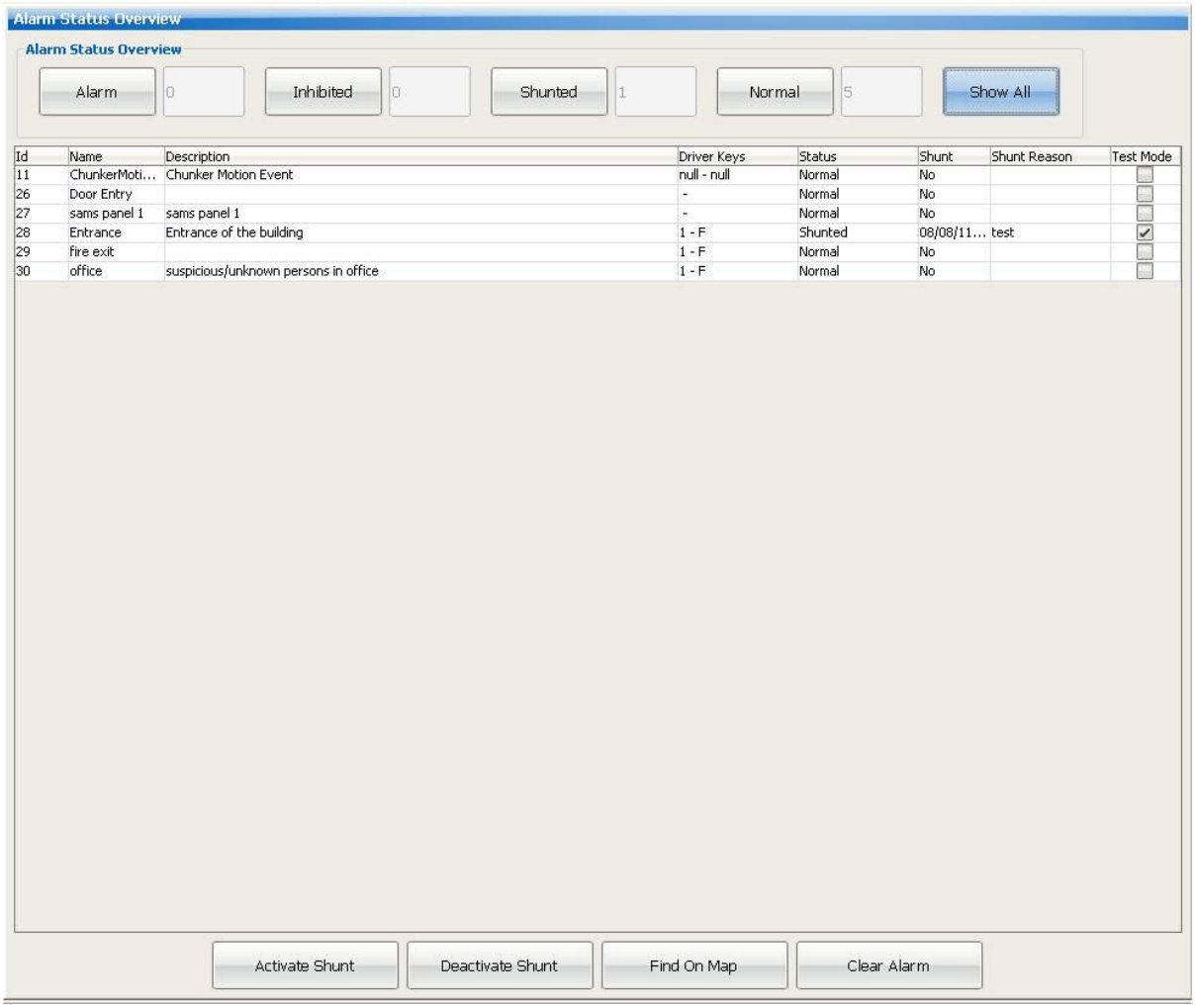



You can choose a different alarm group by clicking the **More Groups** button.

### 8.2.5 Alarm Status

The **Alarm Status** menu option launches the **Alarm Status Overview** dialog.




Depending on the selection of one of the buttons at the top of the dialog the status of different groups of alarms is displayed in the list. The buttons display the status of alarms as follows:

**Alarm** - only the alarms currently triggered; this is the default.
**Inhibited** – only inhibited alarms are displayed
**Shunted** - only shunted alarms
**Normal** – not inhibited or shunted
**Show All** – all alarms

Alarms currently triggered are displayed in red in the list.

To shunt an alarm, select it in the list and select the **Activate Shunt** button at the bottom of the dialog. You will have to select the shunt period: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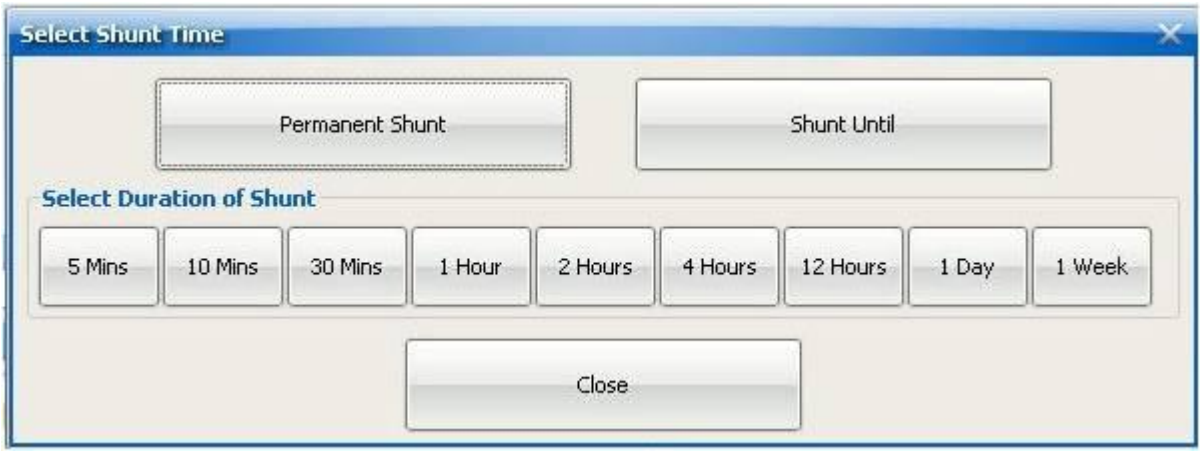


You can select one of the pre-defined durations from the **Select Duration of Shunt** group.

Alternatively click the **Shunt Until** button to specify a specific date and time until the shunt will be deactivated. If you select **Permanent Shunt** the alarm will be shunted until you manually deactivate the shunt.

Once you have selected a duration you'll be prompted to provide a reason for the shunt:

You need to provide a reason for the shunt and click **Ok**. If you click **Cancel** in the **Enter Shunt Reason** dialog the alarm will not be shunted.

To deactivate the shunt on an alarm select it in the list and click the **Deactivate Shunt** button. You will have to confirm:

Use the **Clear Alarm** option to manually clear a triggered alarm. You will have to confirm the area where the alarm is located is safe:


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If you select **Yes** the alarm status will change; if you select **No** the alarm will remained triggered.

The **Find on Map** button works allows you to find the alarm location on the map.

### 8.2.6 ARC Customers

The **ARC Customers** menu option is only available if you have purchased the ARC (Alarm Receiving Centre) package. Further details are available in the ARC User manual.

### 8.2.7 ANPR Events/Presets

The ANPR (Automatic Number Plate Recognition) system has two parts: ANPR Management and an ANPR unit. The ANPR unit is provided by a third party (e.g. CitySync) and the ANPR Management is handled by Synergy.

There are two different approaches to the ANPR:

- the unit constantly reads number plates and when it detects a hit it sends an alarm to Synergy (most used)
- the unit sends all plate numbers to Synergy and Synergy decide which numbers are hits.

There are two possible types of ANPR Configurations: **ANPR Reader** and **ANPR Preset Manager**. Usually only one of them will be setup on your site.

ANPR setup is performed via **Menus->Setup->System Setup->Vehicle Management->Setup ANPR.**

The ANPR Reader communicates with an ANPR unit.

The **ANPR Events/Presets** menu has several sub-menus as pictured below:


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#### 8.2.7.1 ANPR Events

If **ANPR Reader** is configured on your system then **Cameras** are matched to **Lanes** in a CitySync unit  The **ANPR Events** menu option allows you view the events from the reader.


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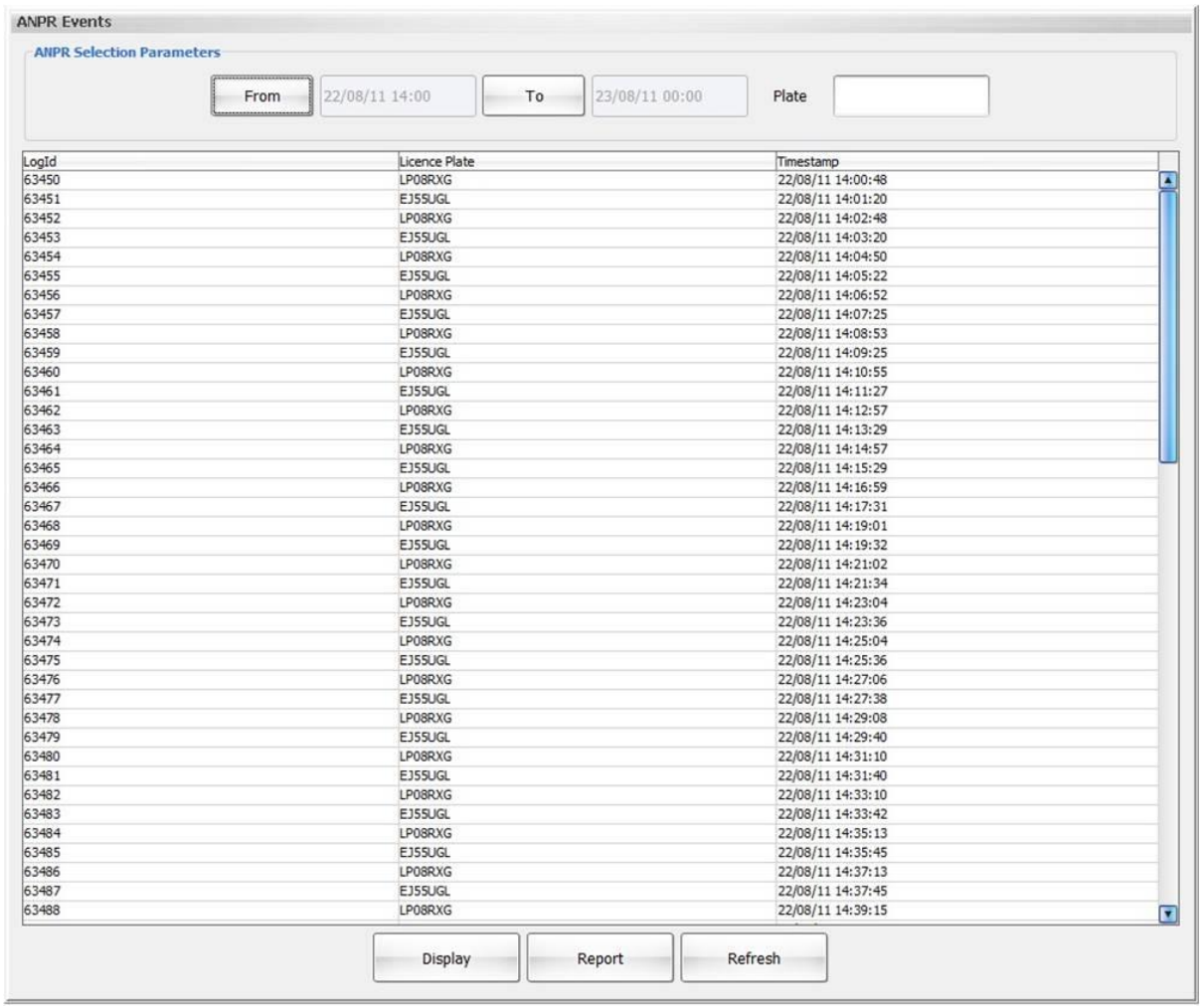


Using the **ANPR Selection Parameters** options filter the events you want displayed.

To view the details for a specific ANPR event select it in the list and click the **Display** button.


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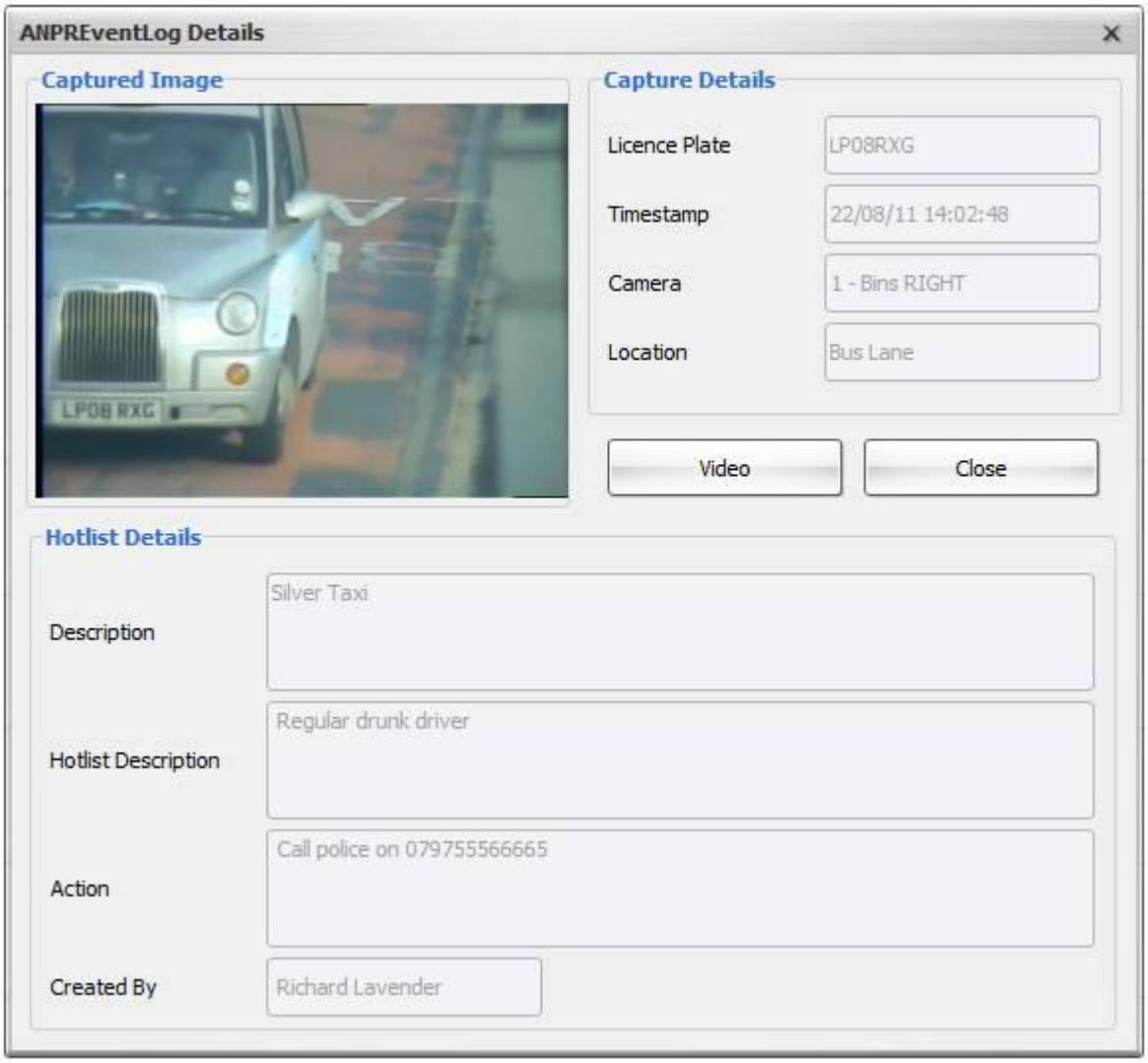
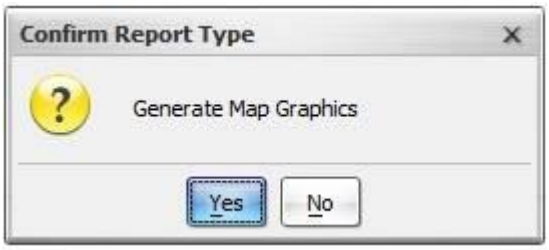



To create an **ANPR Event Log Report**, click the **Report** button. You will have to select if you wish a map on the report:




An example of the report is pictured below. The map will only be in the report if you selected **Yes** in the **Confirm Report Type** dialog.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SYNECTICS™
Powerful CCTV Systems Control

# ANPR Event Log

ANPR Events

| Index | LicencePlate | Timestamp | Camera | Location |
|---|---|---|---|---|
| 1 | LP08RXG | 14:00:48 22 Aug 11 | 1 (Bins RIGHT) | Bus Lane 4 |
| 2 | EJ55UGL | 14:01:20 22 Aug 11 | 1 (Bins RIGHT) | Bus Lane 4 |
| 3 | LP08RXG | 14:02:48 22 Aug 11 | 1 (Bins RIGHT) | Bus Lane 4 |
| 4 | EJ55UGL | 14:03:20 22 Aug 11 | 1 (Bins RIGHT) | Bus Lane 4 |
| 5 | LP08RXG | 14:04:50 22 Aug 11 | 1 (Bins RIGHT) | Bus Lane 4 |
| 6 | EJ55UGL | 14:05:22 22 Aug 11 | 1 (Bins RIGHT) | Bus Lane 4 |
| 7 | LP08RXG | 14:06:52 22 Aug 11 | 1 (Bins RIGHT) | Bus Lane 4 |
| 8 | EJ55UGL | 14:07:25 22 Aug 11 | 1 (Bins RIGHT) | Bus Lane 4 |
| 9 | LP08RXG | 14:08:53 22 Aug 11 | 1 (Bins RIGHT) | Bus Lane 4 |

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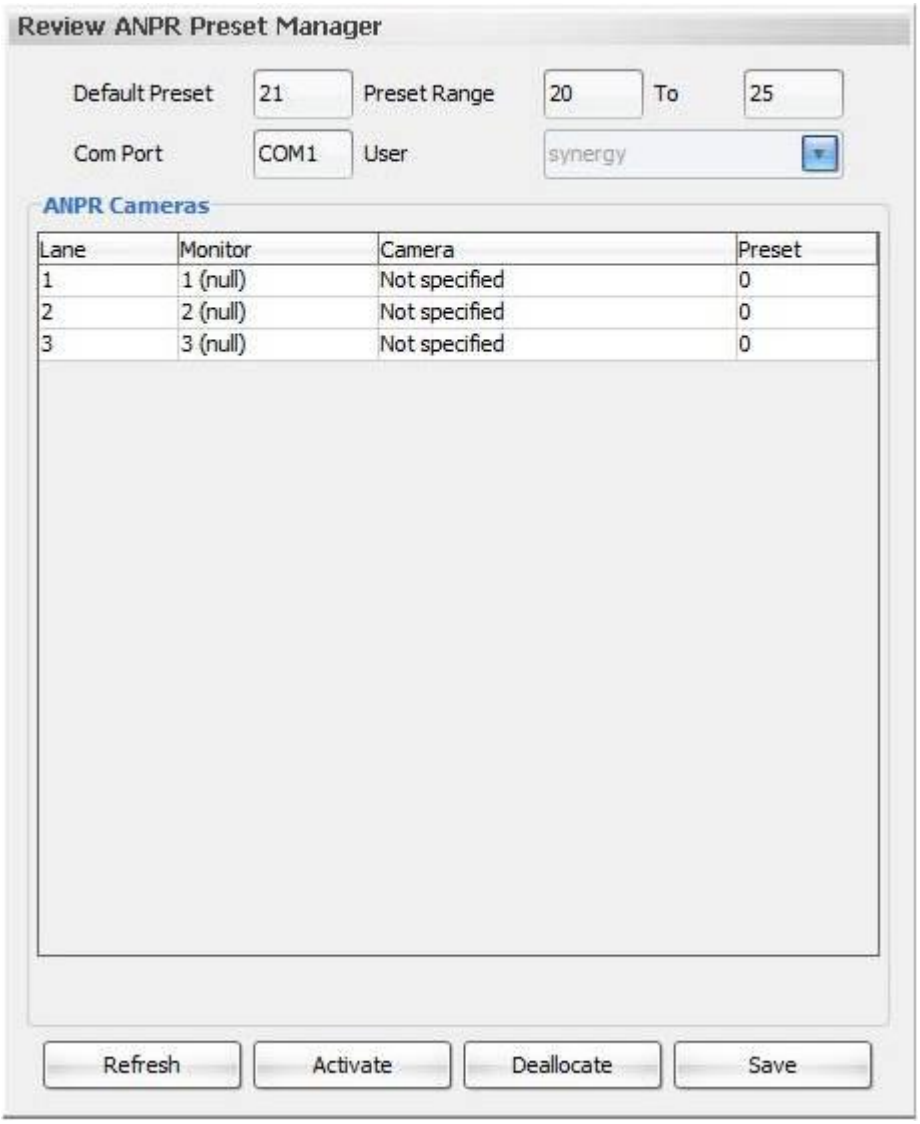
#### 8.2.7.2 Preset Manager

The **Preset Manager** allows you to specify cameras and presets to be used for ANPR.




To set up a camera for a lane select the lane and then click **Activate**. The **Update ANPR Camera** dialog is displayed: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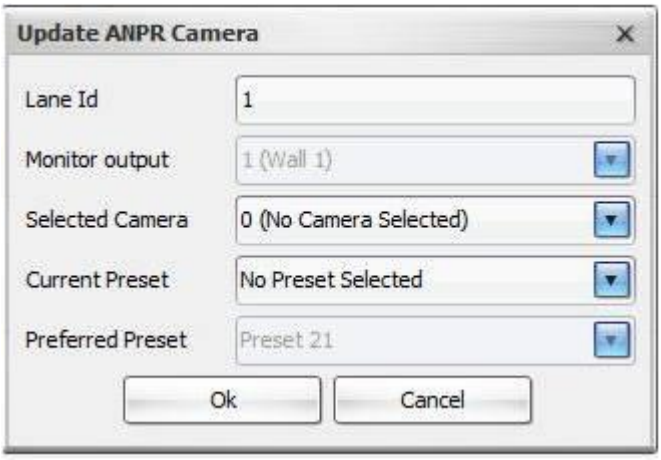


Pick a camera from the **Select Camera** drop down list and then a preset from the **Current Preset** drop down list. Then click **OK**. This camera is now activated to use for ANPR for the lane.

To stop using a camera for SANPR select the lane and click **Deallocate**. You will be asked to select whether to de-allocate the current camera or all.

You can save the ANPR camera and preset setup as a macro by clicking the **Save** button. You will have to specify a name for the macro.

You can then run the macro via the Menus->Macros and Tours->Run **Macro** option and it will activate the cameras for ANPR.

Your system can also be setup to automatically run macros that switch cameras to ANPR mode at specified times.

#### 8.2.7.3 Go To Default Preset

Selecting **Go To Default Preset** sets the current camera to the preset selected as default one for ANPR.

#### 8.2.7.4 Go To Preset

Selecting **Go To Preset** launches the **Update ANPR Camera** dialog.


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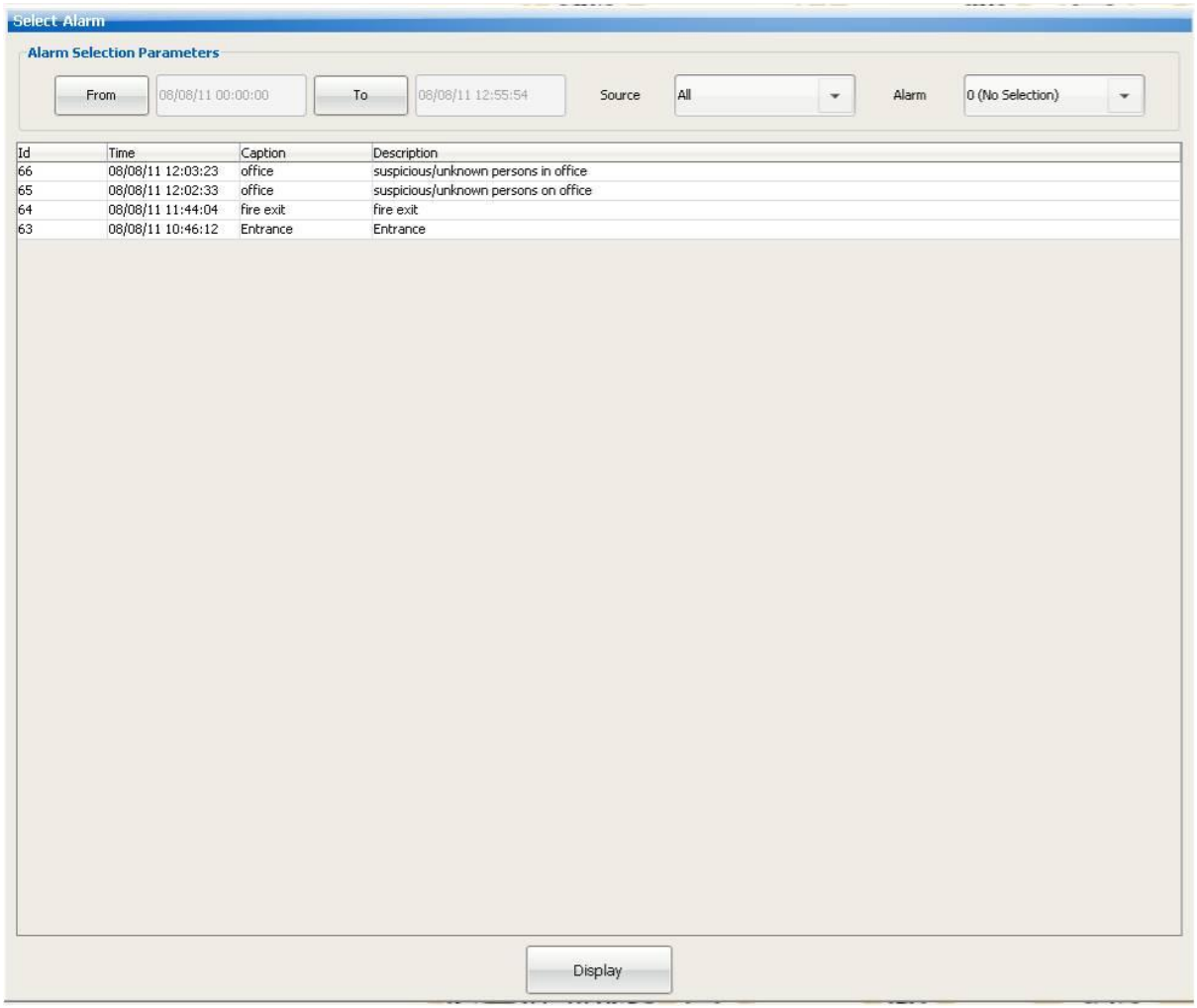
## 8.3 Select Alarm Dialog

The **Select Alarm** dialog is launched from the **Alarms->Alarms Today** and the **Alarms -> Alarms History** menu options.




When launched from **Alarms -> Alarms Today** the **Select Alarm** dialog displays by default all the alarms from the current day.

When launched from **Alarms -> Alarms History** the **Select Alarm** dialog displays by default all alarms that have been raised.

You can change the displayed range of alarms by using the controls in the **Alarm Selection Parameters** group. You can chose to display alarms for a specific time period by using the **From** and **To** buttons. And you can filter the alarms displayed by **Source** or **Alarm** by choosing an option from the respective drop down lists.

To view the details for an alarm select it in the list and click the **Display** button. The **View Alarm Details** dialog is launched; see section 8.4 for details.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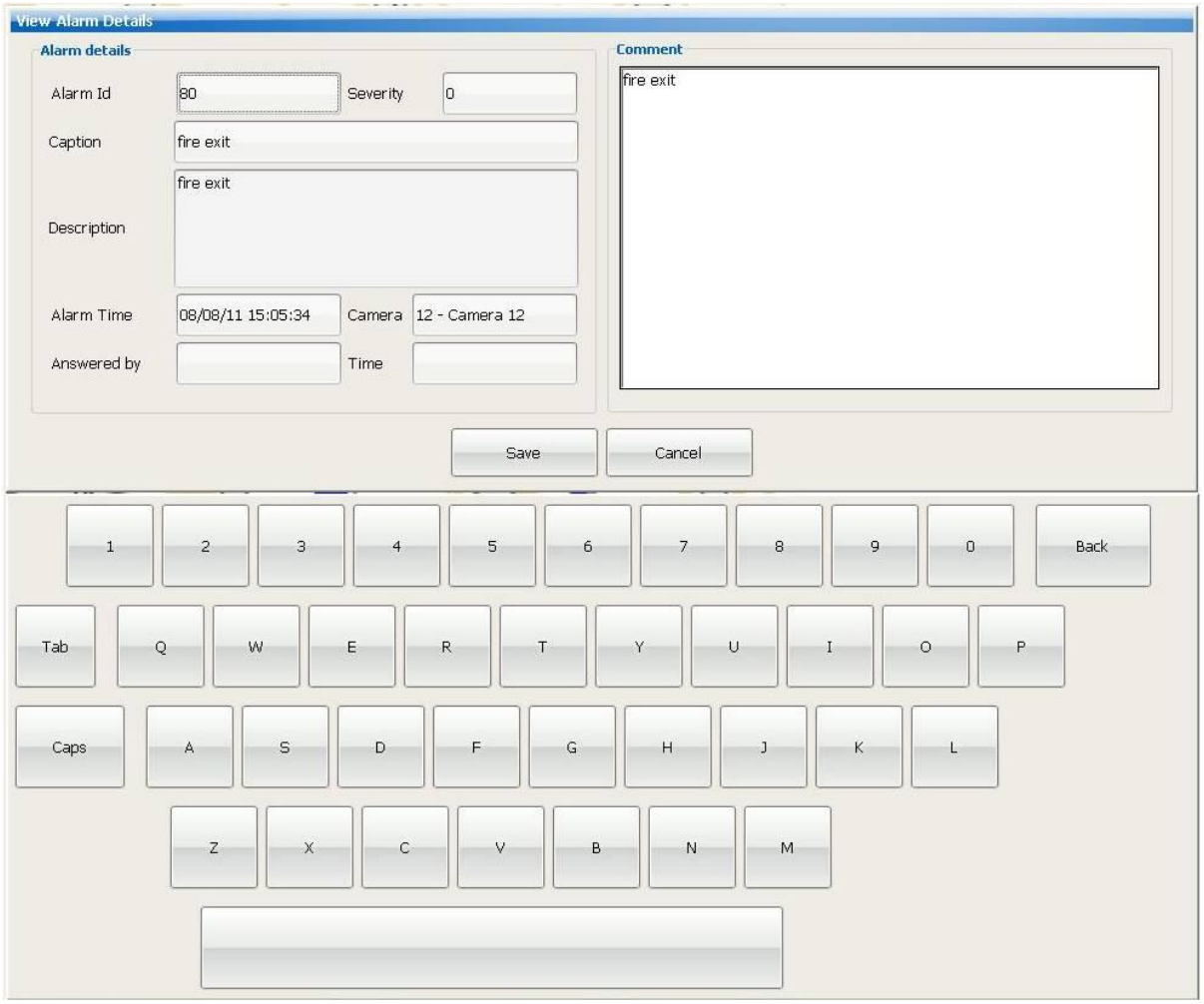
## 8.4 View Alarm Details Dialog

The **View Alarm Details** dialog is launched from the **Display** button on the **Select Alarm** dialog.

If an alarm is setup so that when responded to, an alarm form is launched, an **Alarm Form** icon is shown in the **Information and Events** pane and clicking it launches the **View Alarm Details** dialog.




Fields in the dialog are pre-populated with the available information. You can change or add to the **Comment** if needed and then click **Save** to save the changes.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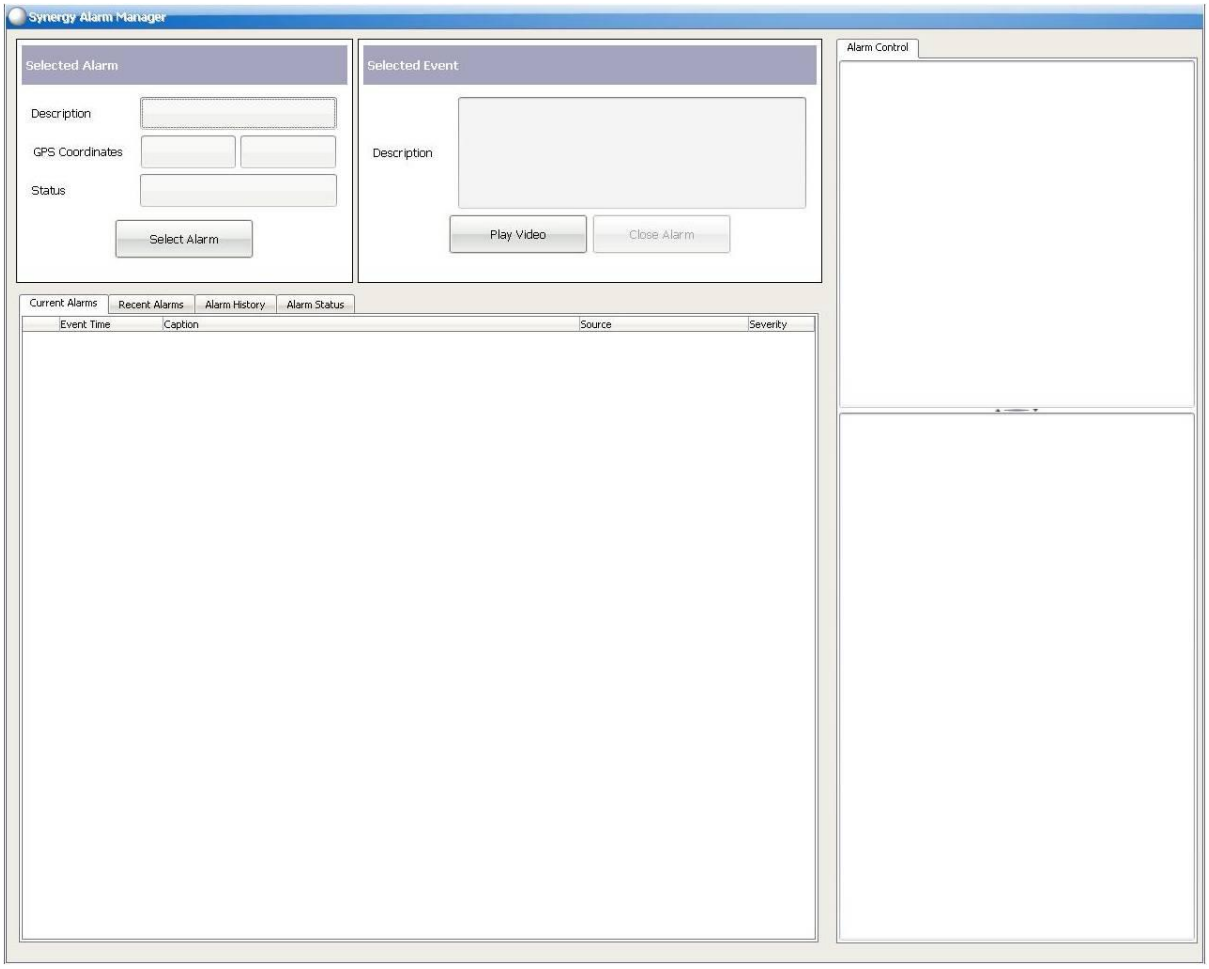
## 8.5 Synergy Alarm Manager

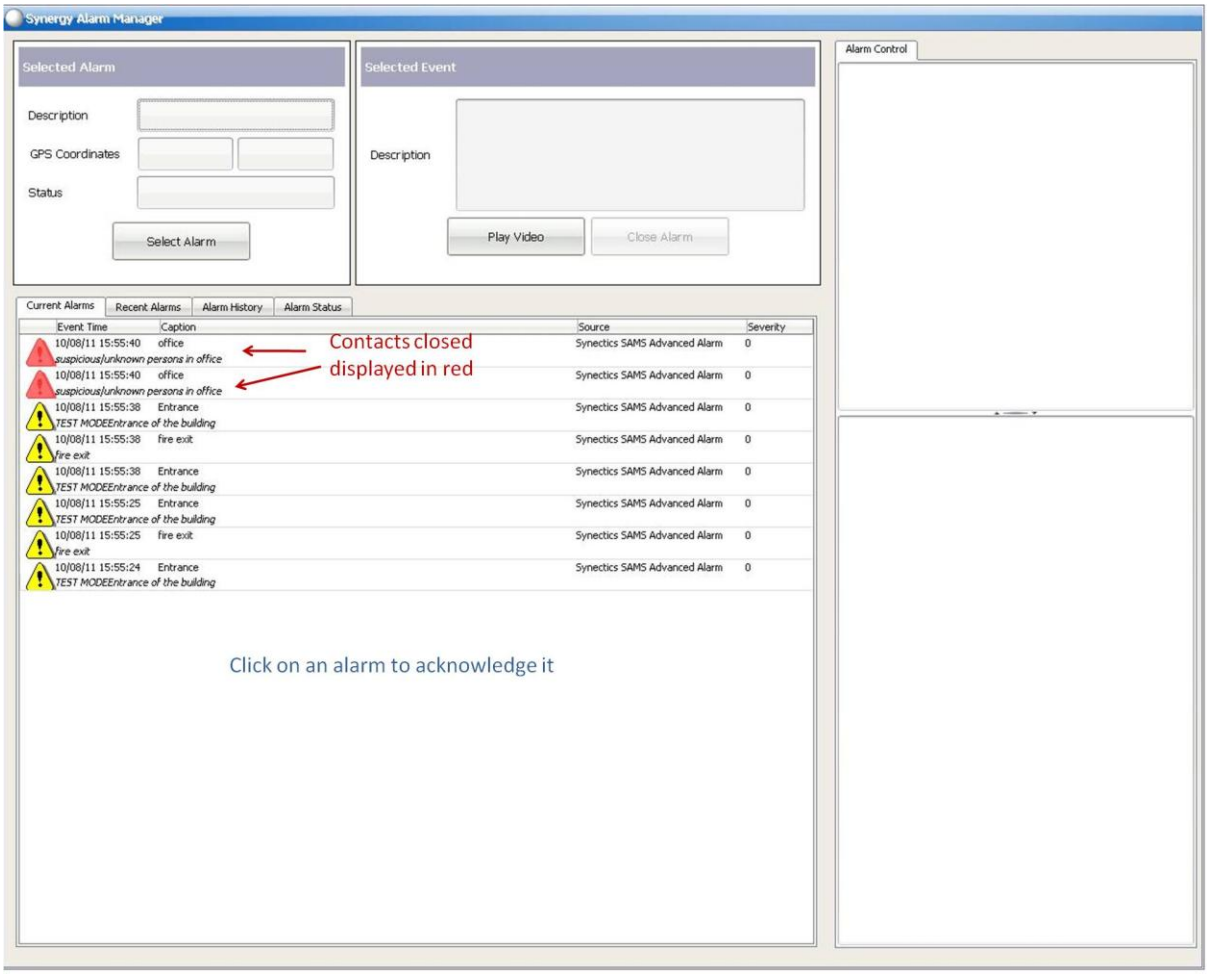
The **Synergy Alarm Manager** is a separate screen that allows you to easily view, respond to and manage alarms. Whether this screen is available will depend on the requirements and specific settings for your site and workstation.

The **Synergy Alarm Manager** has 4 tabs: **Current Alarms**, **Recent Alarms**, **Alarm History** and **Alarm Status**. Each tab allows you to perform different aspects of alarm management.



### 8.5.1 Current Alarms

When an alarm is broadcasted it is notified on the **Current Alarms** tab of the **Synergy Alarm Manager.**




Note that the icons for alarms are system configurable; you should get a list of the icons for your site from the System Administrator.

While a contact is closed the icon for it appears red.

When you click on an alarm in the list it gets cleared and the details of the alarm are displayed at the top of the **Synergy Alarm Manager:**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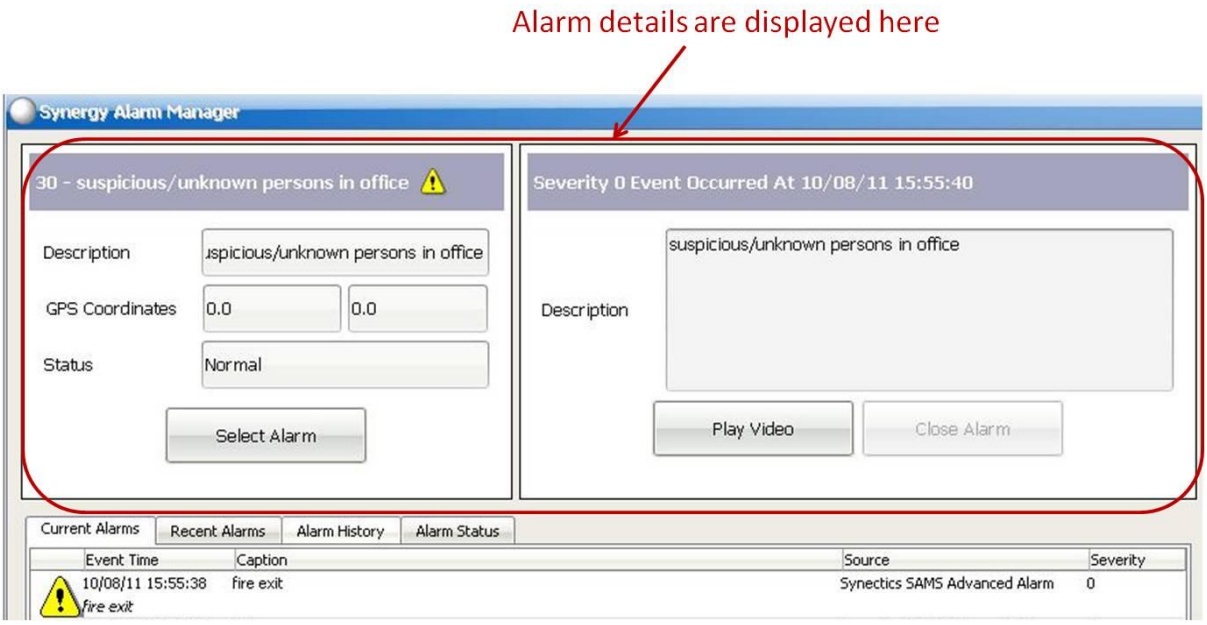


If you click the **Select Alarm** button the alarm location on the map will be shown.

If a camera is associated with the alarm the **Play Video** button will play the video from the camera in the **Synergy Viewer.**


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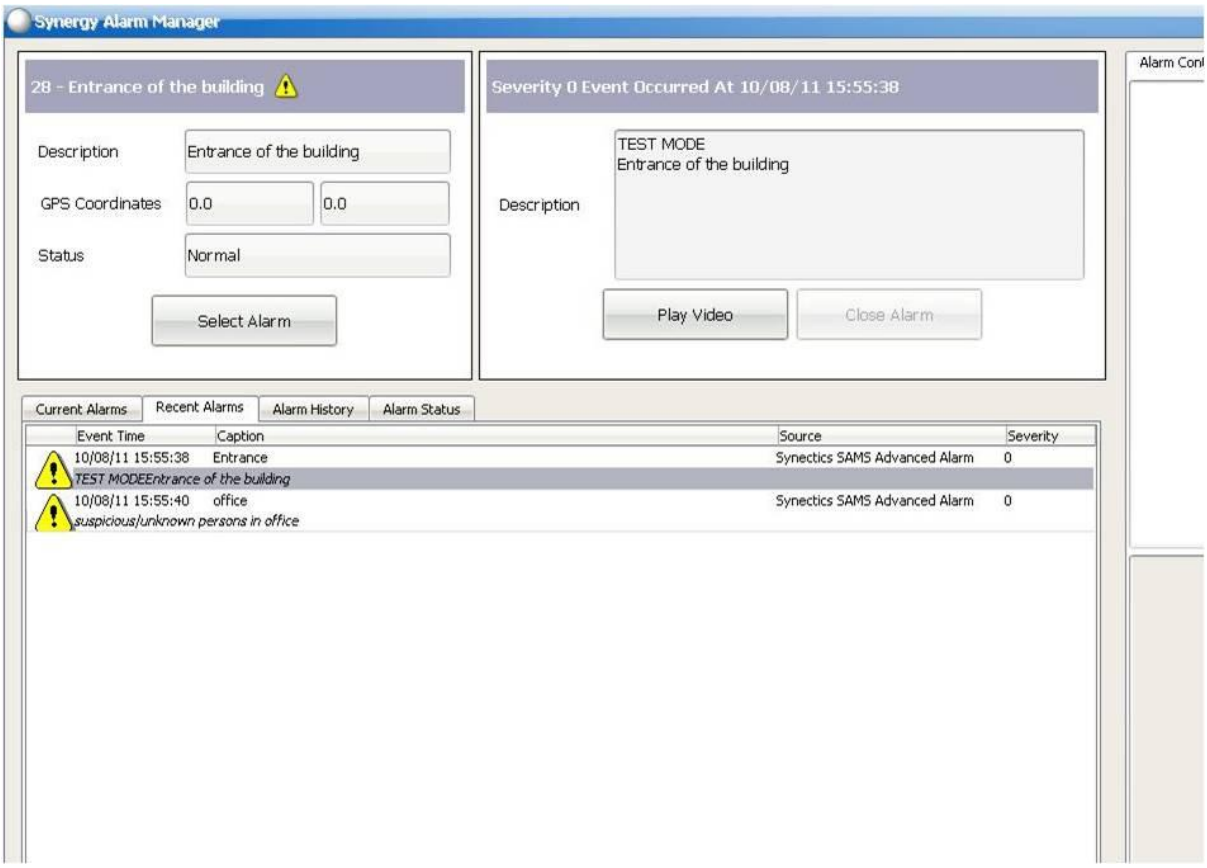
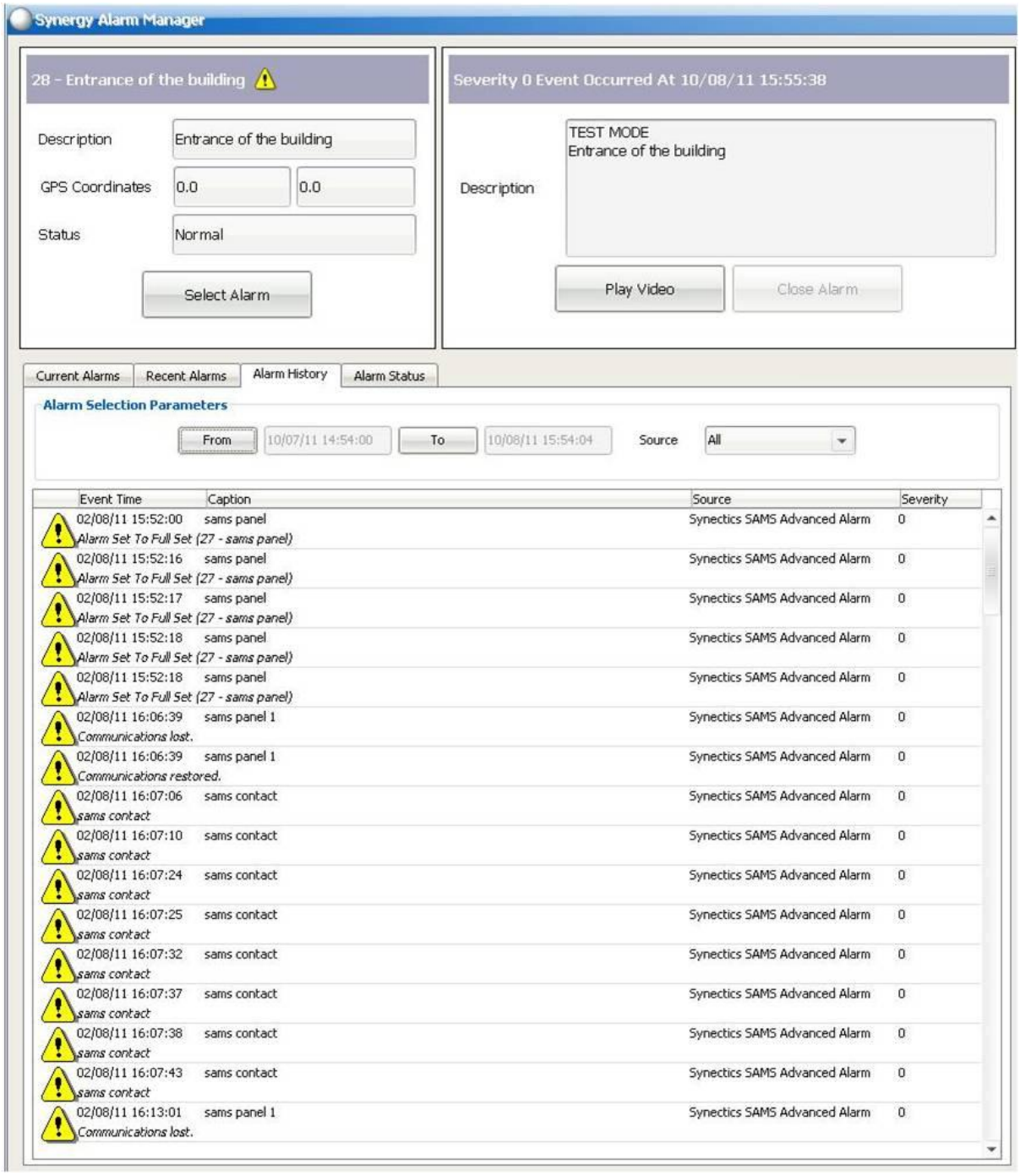
### 8.5.2 Recent Alarms

The **Recent Alarms** tab is where you can view alarms recently responded to.



### 8.5.3 Alarm History

The **Alarms History** tab displays all alarms logged by Synergy.


Synergy Alarm Manager
28 - Entrance of the building
Description
Entrance of the building
GPS Coordinates
0.0
0.0
Status
Normal
Select Alarm
Severity 0 Event Occurred At 10/08/11 15:55:38
Description
TEST MODE
Entrance of the building
Play Video
Close Alarm
Current Alarms
Recent Alarms
Alarm History
Alarm Status
Alarm Selection Parameters
From
10/07/11 14:54:00
To
10/08/11 15:54:04
Source
All
Event Time
Caption
Source
Severity
02/08/11 15:52:00 sams panel Synectics SAMS Advanced Alarm 0
Alarm Set To Full Set (27 - sams panel)
02/08/11 15:52:16 sams panel Synectics SAMS Advanced Alarm 0
Alarm Set To Full Set (27 - sams panel)
02/08/11 15:52:17 sams panel Synectics SAMS Advanced Alarm 0
Alarm Set To Full Set (27 - sams panel)
02/08/11 15:52:18 sams panel Synectics SAMS Advanced Alarm 0
Alarm Set To Full Set (27 - sams panel)
02/08/11 15:52:18 sams panel Synectics SAMS Advanced Alarm 0
Alarm Set To Full Set (27 - sams panel)
02/08/11 16:06:39 sams panel 1 Synectics SAMS Advanced Alarm 0
Communications lost.
02/08/11 16:06:39 sams panel 1 Synectics SAMS Advanced Alarm 0
Communications restored.
02/08/11 16:07:06 sams contact Synectics SAMS Advanced Alarm 0
sams contact
02/08/11 16:07:10 sams contact Synectics SAMS Advanced Alarm 0
sams contact
02/08/11 16:07:24 sams contact Synectics SAMS Advanced Alarm 0
sams contact
02/08/11 16:07:25 sams contact Synectics SAMS Advanced Alarm 0
sams contact
02/08/11 16:07:32 sams contact Synectics SAMS Advanced Alarm 0
sams contact
02/08/11 16:07:37 sams contact Synectics SAMS Advanced Alarm 0
sams contact
02/08/11 16:07:38 sams contact Synectics SAMS Advanced Alarm 0
sams contact
02/08/11 16:07:43 sams contact Synectics SAMS Advanced Alarm 0
sams contact
02/08/11 16:13:01 sams panel 1 Synectics SAMS Advanced Alarm 0
Communications lost.

You can change the displayed range of alarms by using the controls in the **Alarm Selection Parameters** group. You can chose to display alarms for a specific time period by using the **From** and **To** buttons. And you can filter the alarms displayed by **Source** by choosing an option from the drop down list.

When you select an alarm in the list the details for it are displayed at the top of the **Synergy Alarm Manager**.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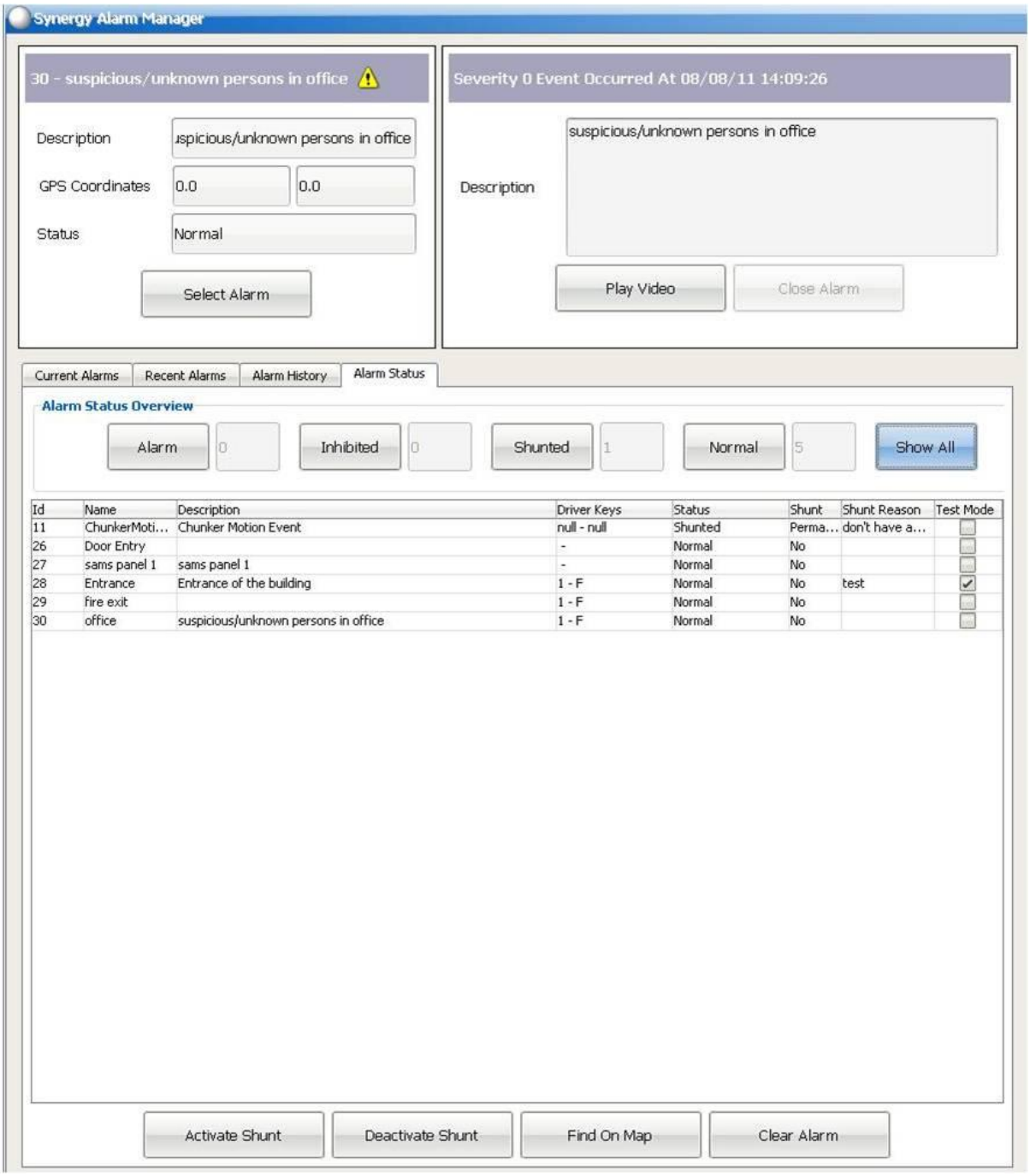
### 8.5.4 Alarm Status

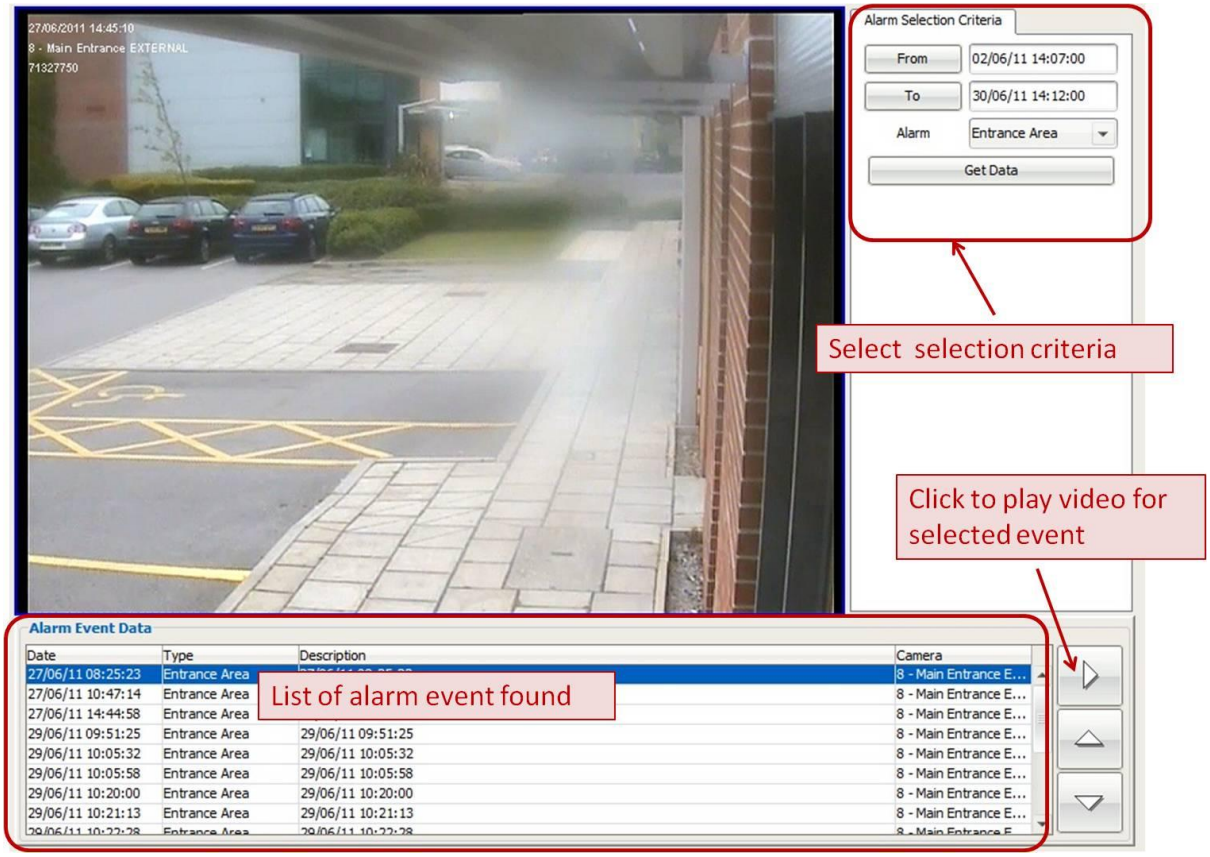
The **Alarm Status** tab allows you to view the status of different types of alarms. The display and controls are equivalent to those on the **Alarm Status Overview** dialog, see 8.5.4.



## 8.6 Alarm View

The **Alarm View** layout allows you fast review alarms within specific time period. To go to **Alarm View** layout, select the **Alarm View** button on the **Select Layout** dialog, see 2.3.2.5

**Alarm View** layout is illustrated below:


27/06/2011 14:45:10
8 - Main Entrance EXTERNAL
71327750
Alarm Selection Criteria
From
02/06/11 14:07:00
To
30/06/11 14:12:00
Alarm
Entrance Area
Get Data
Select selection criteria
Click to play video for selected event
Alarm Event Data
Date
Type
Description
Camera
27/06/11 08:25:23 Entrance Area 8 - Main Entrance E...
27/06/11 10:47:14 Entrance Area 8 - Main Entrance E...
27/06/11 14:44:58 Entrance Area 8 - Main Entrance E...
29/06/11 09:51:25 Entrance Area 29/06/11 09:51:25 8 - Main Entrance E...
29/06/11 10:05:32 Entrance Area 29/06/11 10:05:32 8 - Main Entrance E...
29/06/11 10:05:58 Entrance Area 29/06/11 10:05:58 8 - Main Entrance E...
29/06/11 10:20:00 Entrance Area 29/06/11 10:20:00 8 - Main Entrance E...
29/06/11 10:21:13 Entrance Area 29/06/11 10:21:13 8 - Main Entrance E...
List of alarm event found

Use the **From** and **To** buttons to select the time period within which to search. Each of these buttons displays a **Select Date** dialog. Then select the alarm from the **Alarm** drop down list you want to search for.

Click the **Get Data** button. All alarm events matching the selected search criteria are displayed in the **Alarm Event Data** list.

You can use the button to play the clip for the selected event in the list. While a clip is playing use the **Video Playback** controls (described in detail in section 2.2.1) to browse through it.

You can move up and down the list of clips by using the and buttons.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If the alarm you've selected has video content analysis setup, a red rectangle is drawn around the area of the event (as seen on the picture above).

## 8.7 Alarm Thumbnails

The **Alarm Thumbnails** layout allows you fast review alarms within specific time period. It is similar to alarm view, but thumbnails of found events are displayed making it easier to select desired event.

To go to **Alarm Thumbnails** layout, select the **Alarm Thumbnails** button on the **Select Layout** dialog, see 2.3.2.6.

**Alarm Thumbnails** layout is illustrated below:

Select the **From** and **To** times and **Alarm** for the search. Then click the **Search** button. A thumbnail for each found event is displayed. Click on a thumbnail to play it.


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# 9 System Status

The **System Overview** menu option launches the **System Status** dialog, which gives details of the current status of the entire Synergy system. This information is mainly for the use of managers and the System Administrator.

To view Synergy System Status select **Menus->System Status->System Overview**. The **System Status** dialog is launched. This dialog gives details of the current status of the entire system.

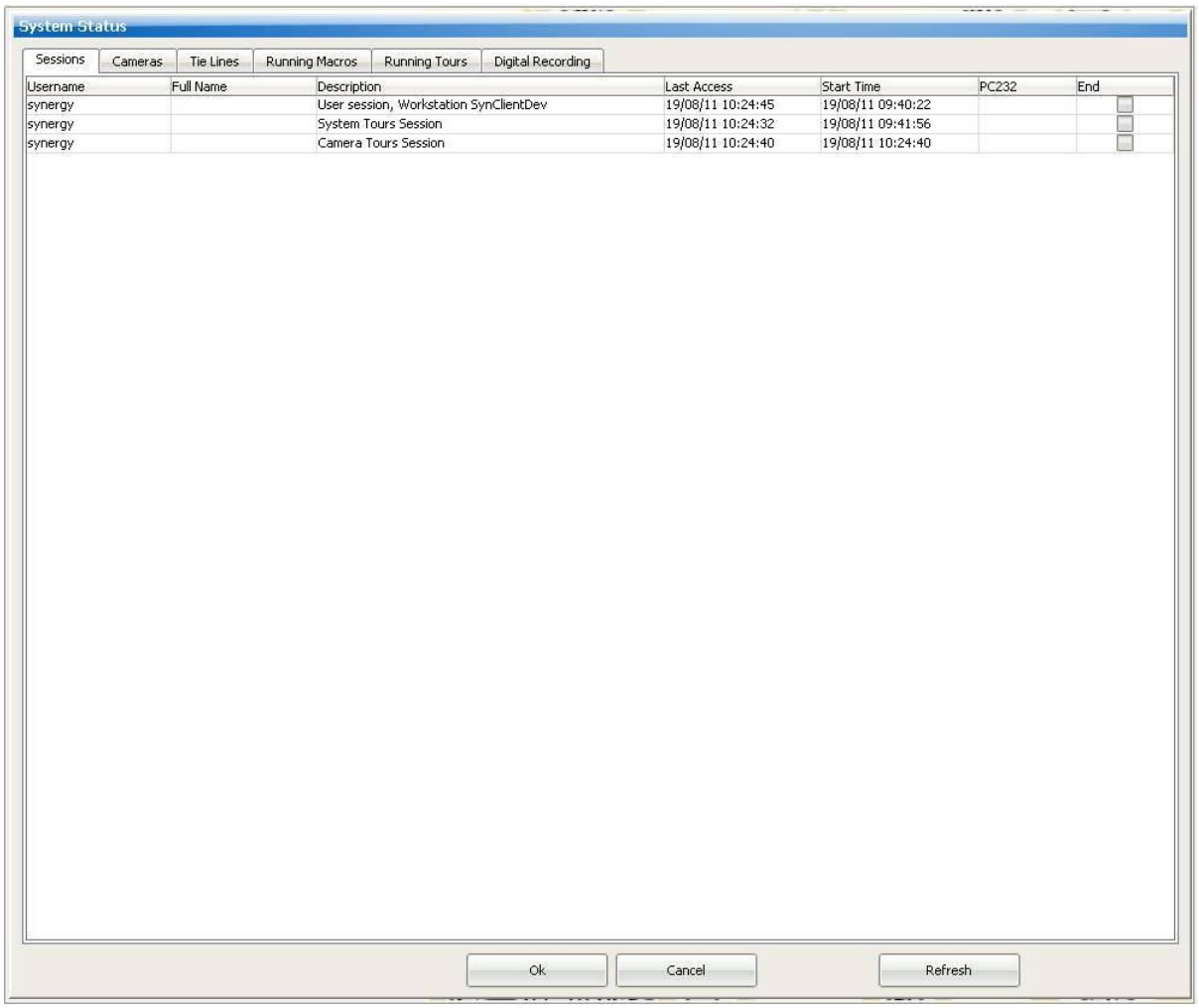
The dialog has five tabs, each of which gives you details of a different part of your Synergy system.

To save any changes made on any of the tabs in this dialog press the **OK** button.

To close the **System Status** dialog press either the **Close** or the **Cancel** button.

## 9.1 Sessions

The **Sessions** tab is where all currently active sessions can be viewed. To end a session, check the box in the **End** column and then click the **Ok** button.





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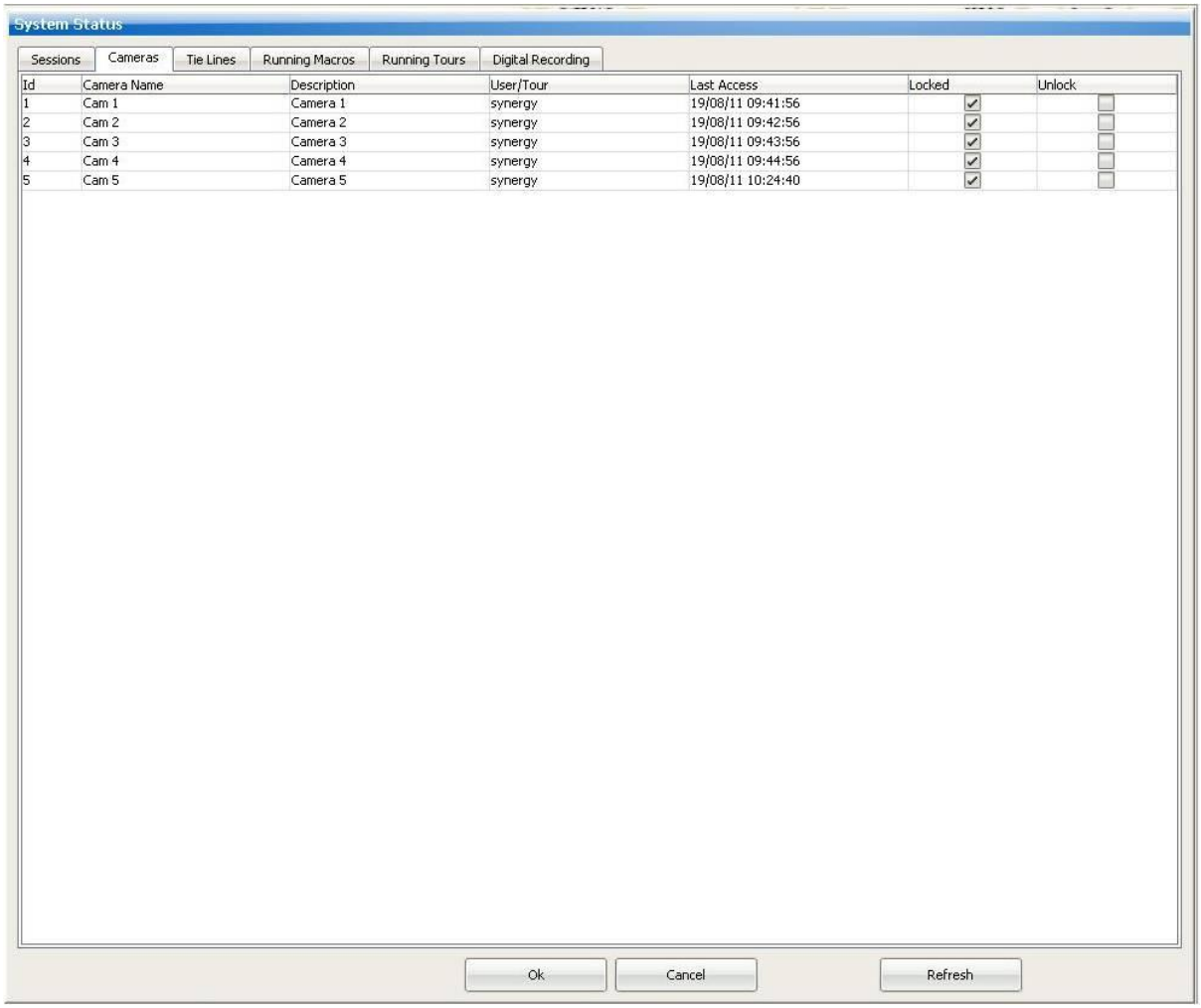
The **PC232** column gives you information about which part of the analogue network the client pc is connected to; this is particularly useful for debugging purposes.

## 9.2 Cameras

On the **Cameras** tab you can view the status of all cameras. You can also lock and unlock cameras.




## 9.3 Tie Lines

The **Tie Lines** tab displays tie line information such as local inputs, remote outputs, monitors. You can force clear tie lines when all are occupied.

## 9.4 Running Macros

On the **Running Macros** tab you can view details of all currently running macros.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## 9.5 Running Tours

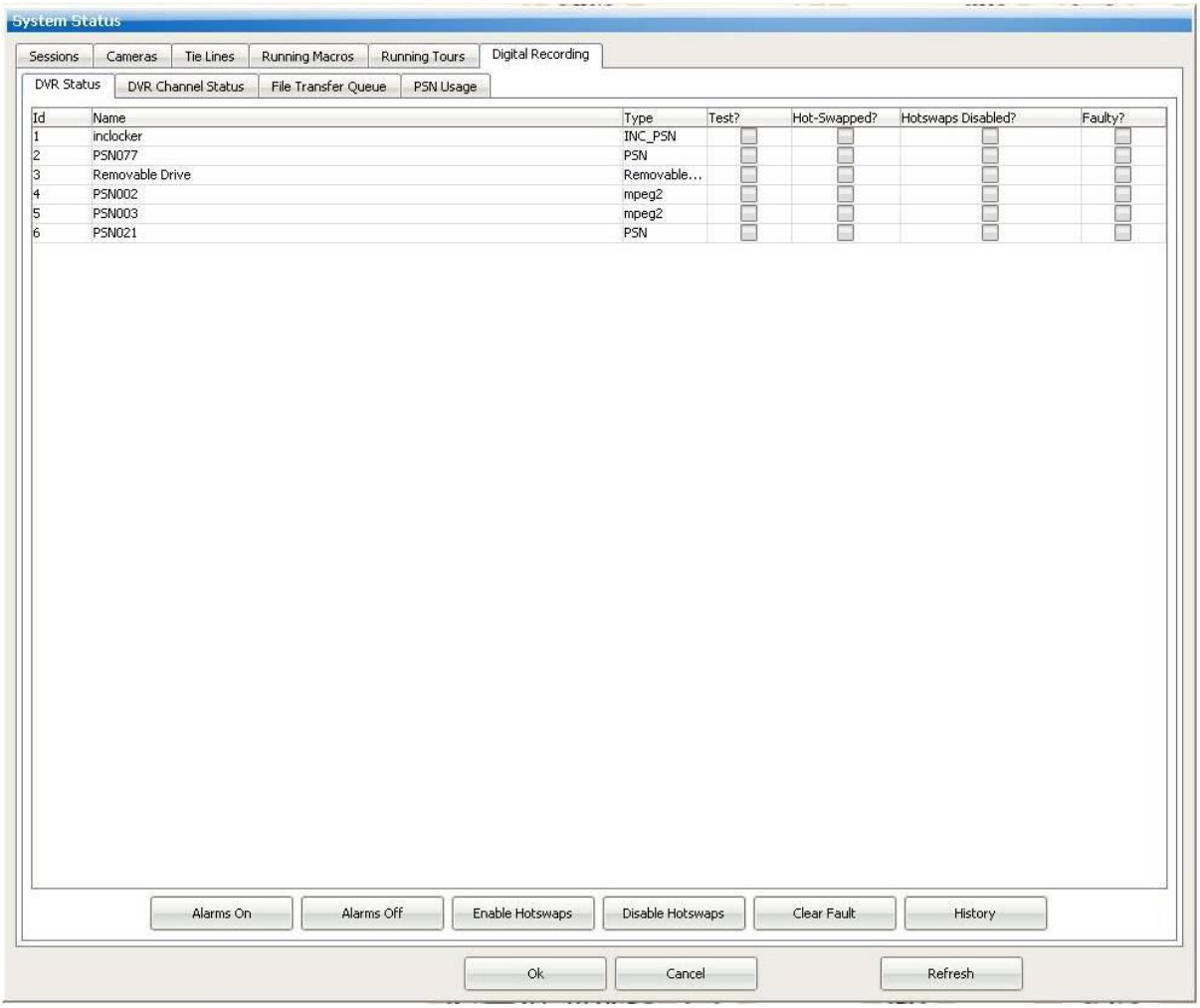
On the **Running Tour** tab you can view details of all currently running tours.

## 9.6 Digital Recording

The **Digital Recording** tab is where you can view the status of the digital recording. It has several different tabs.

### 9.6.1 DVR Status

This is the status of all of the DVRs on the system.




You can turn on and off the alarms on a PSN by selecting it and then pressing **Alarms On** or **Alarms Off** respectively.

You can enable or disable the hot swaps on a PSN by selecting it and then pressing **Enable Hotswaps** or **Disable Hotswaps** respectively. When hotswaps are enabled the checkbox in the

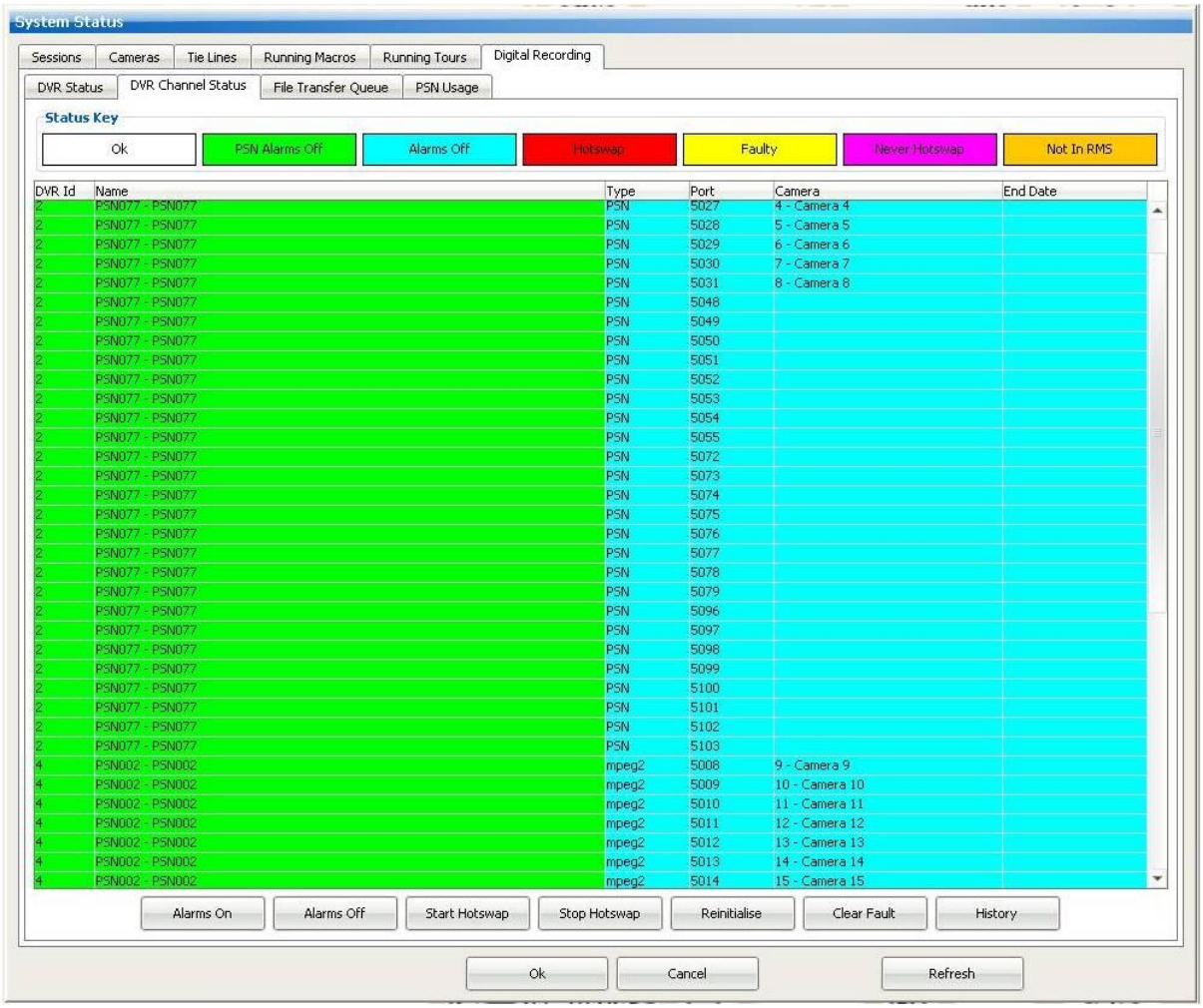
**Hotswaps-Disabled?** column is checked. When the PSN is actively hot swapping the checkbox in the **Hot-Swapped?** column is checked.

If there is a fault on the PSN the box in the **Faulty?** column is checked. You can clear the fault via the **Clear Fault** button.

The **History** button brings up the **View Stream History for PSN *psn_name*** dialog.

### 9.6.2 DVR Channel Status

This is the status of all the channels of all the DVRs on the system:




The colour legend at the top of the screen is used to visually represent the state of each channel.

If a channel is coloured in red it is hot swapped; if it is yellow then there is a fault, but the channel has not been hot-swapped as all available channel for hot swap have already been taken.

In the event of camera failure you can turn off the alarm to avoid repeated alarms.

The buttons at the bottom of the screen can be used to turn alarms on and off, to start and stoop hotswaps etc.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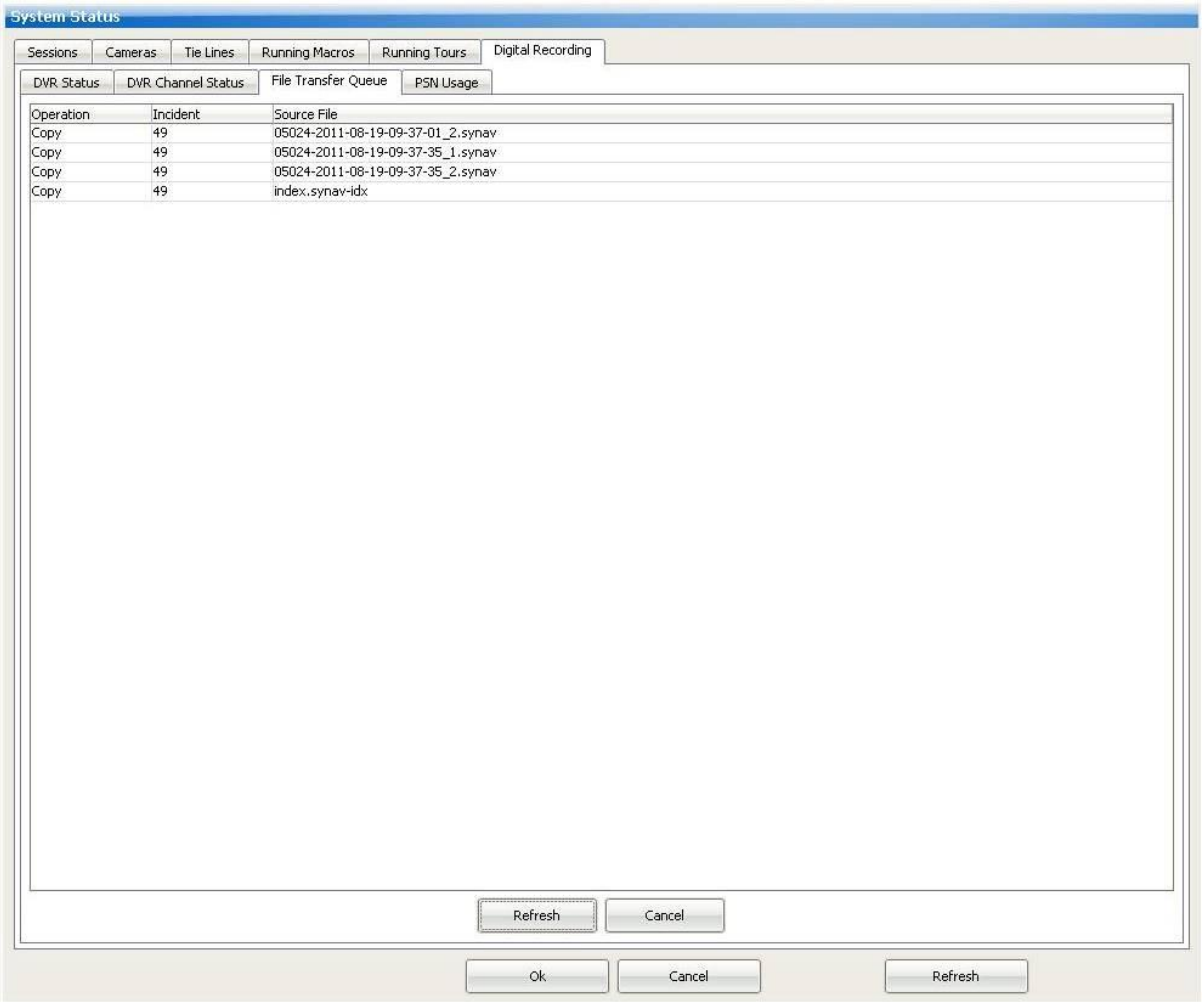
### 9.6.3 File Transfer Queue

The **File Transfer Queue** tab gives details of footage being saved to the evidence locker.




### 9.6.4 PSN Usage

The **PSN Usage** tab gives details of who is polling footage from which PSN.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